



Resources and Governance Scrutiny Committee

Date: Thursday, 6 September 2018

Time: 2.00 pm

Venue: Council Chamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for Members only at 1.30pm in Committee Room 6 (Room 2006), 2nd Floor of Town Hall Extension

Access to the Council Chamber

Public access to the Council Chamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

Filming and broadcast of the meeting

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Membership of the Resources and Governance Scrutiny Committee

Councillors - Russell (Chair), Ahmed Ali, Andrews, Barrett, Clay, Davies, Lanchbury, Kilpatrick, R Moore, Priest, Rowles, A Simcock, Watson and S Wheeler

Agenda

1. Urgent Business

To consider any items which the Chair has agreed to have submitted as urgent.

2. Appeals

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

3. Interests

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

4. Minutes

To approve as a correct record the minutes of the meeting held on 19 July 2018.

5 - 16

5. Revenue and Benefits Unit - Annual Report 2018/18

Report of the City Treasurer

17 - 76

This report provides performance data for the 2017/18 financial year for the Council Tax, Benefits and Business Rates Service areas. The report also provides an update on key areas of work and the welfare reform changes.

6. Proposed changes to the Council Tax Support Scheme 2019/2020

Report of the City Treasurer

77 - 108

This report proposes changes to the Council's Council Tax Support Scheme so that the scheme remains fit for purpose as working age residents in receipt of welfare benefits are moved onto Universal Credit. The report seeks approval from the Executive to formally consult on the proposals that change the scheme for working age residents in receipt of Universal Credit.

7. Blacklisting

Report of the City Treasurer

109 - 114

This report informs the Committee of the Council's position and

actions in relation to organisations/contractors that have previously or currently blacklist trade union members and officers.

- 8. Our Town Hall Project - Management Contractor Procurement** 115 - 122
Report of the City Treasurer

This report provides an update on the position of the appointment of a Management Contractor for the refurbishment and partial restoration of the Town Hall and Albert Square under the Our Town Hall (OTH) project.

- 9. Overview Report** 123 - 146
Report of the Governance and Scrutiny Support Unit.

This report provides the Committee with details of key decisions that fall within the Committee's remit and an update on actions resulting from the Committee's recommendations. The report also includes the Committee's work programme, which the Committee is asked to amend as appropriate and agree.

Information about the Committee

Scrutiny Committees represent the interests of local people about important issues that affect them. They look at how the decisions, policies and services of the Council and other key public agencies impact on the city and its residents. Scrutiny Committees do not take decisions but can make recommendations to decision-makers about how they are delivering the Manchester Strategy, an agreed vision for a better Manchester that is shared by public agencies across the city.

The Resources and Governance Scrutiny Committee areas of interest include finances, Council buildings, staffing, corporate and partnership governance as well as Council tax and benefits administration. .

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. If you have a special interest in an item on the agenda and want to speak, tell the Committee Officer, who will pass on your request to the Chair. Groups of people will usually be asked to nominate a spokesperson. The Council wants its meetings to be as open as possible but occasionally there will be some confidential business. Brief reasons for confidentiality will be shown on the agenda sheet.

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Agenda, reports and minutes of all Council Committees can be found on the Council's website www.manchester.gov.uk.

Smoking is not allowed in Council buildings.

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Further Information

For help, advice and information about this meeting please contact the Committee Officer:

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This agenda was issued on **Wednesday, 29 August 2018** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 6, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

Resources and Governance Scrutiny Committee

Minutes of the meeting held on 19 July 2018

Present:

Councillor Russell - in the Chair

Councillors Ahmed Ali, Andrews, Barrett, Clay, Davies, Kilpatrick, B Priest, Watson and Wheeler

Councillor Ollerhead, Executive Member for Finance and Human Resources

Councillor Rahman, Executive Member for Schools, Culture and Leisure
(RGSC/18/41 and RGSC/18/43 only)

Apologies:

Councillor Lanchbury, Moore, Rowles and A Simcock

RGSC/18/34 Minutes

Decision

To approve as a correct record the minutes of the meeting held on 20 June 2018.

RGSC/18/35 Delivering the Our Manchester Strategy

The Executive Member for Finance and Human Resources presented his report to the Committee and welcomed any comments or recommendations.

Some of the key points that arose from the Committee's discussions were:-

- In future reports, a consistent reference to Manchester's 'most vulnerable residents', as opposed to 'the vulnerable' or 'most vulnerable' would be welcomed, to ensure there was an emphasis on them as people;
- Confirmation was sought that as well as Social Value, Ethical Procurement would be an area that the Executive Member would also be focussing on;
- Could an update be given as to what was being done with anchor institutions to encourage that they too were delivering social value through their contracts;
- Was it possible to measure the benefit of social value in Members' wards and if so, how;
- As there was no specific targets within the report, how was the Committee to measure the Executive Member's success going forward;
- Future reports should also contain details on the progress being made with implementing HR priorities;
- Did the Executive member have an aspiration for the Council to become an accredited Living Wage employer;
- Consideration should be given to the Council's digital strategy and improving the information available to the public via the Council's website; and
- Could the Executive Member provide an assurance that it was not Council policy to enter into contracts with those who were responsible for blacklisting

and if it was not currently possible, that this was incorporated into the Council's Ethical Procurement policy.

The Executive Member gave an undertaking to ensure there was consistency in references to Manchester's our most vulnerable residents in his future reports. He acknowledged the comments made around Ethical Procurement and agreed that greater reference would be made to this area in future reports.

In terms of anchor institutions, the Committee was advised that the Executive Member had requested Officers produce a report for him on this particular topic and he agreed that the Council needed to be doing more to encourage these institutions to embed Social Value within their contracts.

The Executive Member advised that he would try and obtain information that related to how Social Value was benefitting Members' wards and share this with the Committee. He commented that the Council worked closely with CLES who produced statistical information for the city as a whole in relation to how Social Value was being delivered.

In terms of targets to be measured against, the Executive Member commented that as he was new in post, he had not wanted to set targets that were unrealistic at this stage. He advised that in future reports there would be targets that the Committee could measure his performance against. A key area he was keen on was ensuring that Manchester received the recognition it deserved for its work on delivering Social Value.

The Executive Member assured the Committee that it was not Council policy to enter into contracts with any organisation that was blacklisted or those who had been blacklisted and were not able to demonstrate that they no longer engaged in this type of activity.

The Executive Member confirmed that he aspired for the Council to become a Living Wage Employer and was looking into it.

Decision

The Committee:-

- (1) Notes the report;
- (2) Requests that a future report is submitted to the Committee on the Council's policy for dealing with contractors who were or had been blacklisted; and
- (3) Requests that the Executive Member for Finance and Human Resources explore the possibility of the Council becoming an accredited Living Wage employer.

RGSC/18/36 HR People Strategy

The Committee considered a report of the Deputy Chief Executive, which set out progress made in delivering the Council's Our People Strategy and the priorities for the next 12 months.

Officers referred to the main points and themes within the reports, which included:-

- The delivery of the 2017/18 Apprenticeship Strategy with 200 apprentice starts, which exceeded the corporate target of 169;
- A reduction of approximately 17% in agency staff spend for 2017/18 when compared to 2016/17;
- A continued downward trend in sickness absence levels;
- A significant increase in staff engagement;
- The roll-out of About You, a strengths-based performance management framework for all staff;
- The launch of a strengthened process to support staff redeployment as part of a review of m people arrangements;
- Re-accreditation of the Excellent level of the Equalities Framework for Local Government (EFLG);
- Delivery of the £1.5m workforce savings target for 2018/19;
- Priorities for the year ahead, which included
 - maintaining a focus on optimising workforce resources;
 - embedding integrated teams across the wider health and social care partnership;
 - continuing work to refresh m people; and
 - a strong focus on organisation development (OD), to restore the internal capacity that was removed historically.

Some of the key points that arose from the Committee's discussions were:-

- There was concern as to the approach some sections were allegedly managing staff underperformance through suspension whilst investigations were conducted and that these were taking very long periods to conclude;
- Whilst it was pleasing to see that the Council had achieved re-accreditation of the Excellent level of EFLG, was it possible to provide a breakdown of ethnicity across the Council;
- Further clarity was needed on the priority to restore the internal capacity to invest in OD in order to embed the Our Manchester behaviours across the workforce;
- What was being done to address those areas of the Council that had still yet to fully embrace the new cultural direction the Council was heading in;
- It was felt that there needed to be further work undertaken to reduce the amount spent on the use of agency staff; ad
- Did the Council undertake exit interviews with staff who left and if so, what was done with this information.

The Head of HROD advised that she was not aware of any situations where staff had been suspended pending investigation into their performance and asked that if Members knew of such instances, they should advise her accordingly. She offered to provide a report to a future meeting of the Committee which looked at staff performance and the tools the Council had available to address underperformance by staff.

The Head of Organisation Development advised that in terms of an ethnicity breakdown of council employees, there was an annual publication available via the Council's website that covered this which could also be circulated to Committee Members. He also advised that at the next meeting of the HR Sub Group, the Group would be looking at the issue of equality.

The Head of HROD explained that in order to successfully deliver the Our Manchester behaviours across the workforce, it would be necessary to reinvest in OD in order to improve the processes and content of the staff development offer, drive up the skills profile of the workforce; invest in leadership and management development and develop an asset-based staff development offer. This would be contained within the current budget and involve a redesign of the service to bring in more specialists within this area.

In terms of exit interviews, the Committee was advised that these were undertaken and managed at a directorate level. It was suggested that consideration could be given as to how the information gathered could be used at a corporate level to help improve and shape future service delivery.

Decision

The Committee

- (1) notes the report; and
- (2) requests a future report on underperformance and disciplinary management.

RGSC/18/37 Update on implementation of the General Data Protection Regulations (GDPR)

The Committee considered a report of the City Solicitor, which set out the impact of GDPR on the Council and updated the Committee on the work done to implement GDPR including mitigating the loss of personal data.

Officers referred to the main points and themes within the reports, which included:-

- To ensure that the Council was in a position to comply with the new data protection laws, an intensive work programme led by an interdisciplinary team of officers had been carried out;
- Whilst there were areas where more work was needed to fully embed the new requirements, the Council's rating using the Information Commissioner Office's online GDPR self-assessment tool was 'overall green';
- The duty on the Council to record all data breaches and to report data breaches that were likely to result in a risk to an individual to the Information Commissioner's Office within 72 hours of becoming aware of the breach;
- The Council had built on existing practices and procedures to ensure staff were aware of the need to take care when handling personal data and what constituted a data breach;
- Awareness regarding GDPR requirements including data breaches had been raised by a variety of measures, including a 'Golden Rules' communications campaign.

- 92% of staff with ICT access had completed the Council's Information Governance (IG) e-learning module (which took into account GDPR). Arrangements had also been made for training staff who did not have ICT access; and
- As required by GDPR the Council has appointed a Data Protection Officer (DPO)

Some of the key points that arose from the Committee's discussions were:-

- What process was in place in the event of a fine for failure to meet GDPR requirements;
- When would the Council reach full maturity of the project;
- Could anything be put in place to make the IG training compulsory for staff;
- How many reports of data breaches had there been since GDPR came into effect;
- Was the role of the DPO a full time permanent position

The Head of Governance advised that the Council was trying to minimise the risk of any fine by ensuring staff dealt with data protection appropriately and although the risk could not be completely removed, it was felt that in the main risks could be minimised by demonstrating the Council had good practices in terms of how it handled personal data. It was acknowledged that it would be preferable that all staff completed the IG training and it was possible to target those individuals who had yet to complete this. In terms of the full maturity of the project, there was still some aspects that needed completing, but it was hoped that these areas of work would be completed soon in order to ensure that good GDPR practices were embedded within directorate.

The Committee was advised that between GDPR had come into effect and 20 June 2018, there had been 39 data breaches logged. This was seen as a positive sign as it demonstrated that staff were aware of the requirements to report data breaches promptly. It was confirmed that the role of the DPO was a full time permanent position and was responsible amongst other matters for monitoring data protection compliance, making recommendations to the Council's Corporate Information Assurance Risk Group (CIARG) and Departmental Senior Information Risk Owners (DSIRO's) for actions to prevent the recurrence of specific categories of breach and to ensure lessons were learnt across the Council.

Decision

The Committee notes the report

RGSC/18/38 ICT update

The Committee considered a report of the Chief Information Officer, which provided an update on the steps being taken around data retention and resilience, key ICT projects and the financial position of the service.

Officers referred to the main points and themes within the reports, which included:-

- The progress made in all major projects, including:-
 - Data Centre Programme;
 - Public Services Network (PSN);
 - Assistive Technology in Adult Social Care;
 - Estates Transformation;
 - Communications Room;
 - Universal Access;
 - Networks and resilience; and
 - Capital Investment Plan
- The contract with the Council's new data centre facility provider was anticipated to start in October 2018, which would deliver the Council's first resilient data centre facilities;
- The service had lost a number of key resources recently. Feedback received had highlighted the growth and opportunities in the technology sector across Greater Manchester and higher wages on offer;
- The 2018/19 approved ICT revenue budget was £13.684m with £0.520m savings proposed;
- ICT were currently forecasting a breakeven position as at the end of May 2018, although there was an underspend on staffing costs due to vacant positions; and
- The ICT combined programme was forecasting £7.878m (of which £0.700m was unallocated and related to pipeline projects) against a total 2018/19 budget of £16.441m, which was resulting in a variance of (£8.563m).

Some of the key points that arose from the Committee's discussions were:-

- When was it anticipated that the Assistive Technology programme for Adult Social Care would be implemented and what would this technology include;
- A lot of the work within ICT was supportive of functions in other directorates. As such how were projects prioritised, governed appropriately and delivered effectively;
- Why was the Council not currently compliant with PSN
- How was the Council looking to retain staff within ICT and what offer was available to them in terms of flexible working, and how many staff currently worked part time;
- Was there any plans or consideration being given to looking at having a Municipal Broadband provider similar to arrangements in Stockholm and the Netherlands;
- How was Social Value and Ethical Procurement being delivered as part of the capital spend within ICT; and
- Was it thought that recent fines incurred by Google as reported in the national press, have any impact of its presence in the UK and if so would it have any bearing on the Council's contract with Google.

The Chief Information Officer advised that the roll out of the Assistive Technology programme was being overseen by the Director of Adult Social Care. The technology would be used to provide people with greater control over their own support plan and level of independence to enable people to live at home much longer. The production of specifications was currently underway to take proposals

out to the market to find the appropriate technology solution and third party providers. Soft market testing was also underway and a number of technology partners and social care providers had been engaged with to develop the way forward.

In terms of prioritisation of projects, it was explained that there was a significant number of layers of governance that impacted the change process that ICT went through to deliver new services, including SMT, and ICT Board and a Capital Board. There was also a number of ICT Business Partners within each directorate to ensure that the priorities of the directorate structures were replicated in what ICT delivered. The Chief Information Officer gave an undertaking to work with the Committee to ensure that there was effective scrutiny of this process in the future.

The Committee was advised that the reasons for non-full compliance with PSN was detailed in the report. It was expected that the Council would reapply for this compliance in October 2018. Reassurance was given that there was no operational risk internally as things stood.

The Chief Information Officer acknowledged that the issue of retaining staff was an area of concern and challenges did exist in maintaining staffing levels. Various methods of retention have been implemented which had included the payment of honorariums, market rate supplements and opportunities to maximise the use of the apprenticeship levy. He explained that due to the demand and transformation of this sector, it needed to be acknowledged that staff would no longer stay with a single organisation throughout their career. In terms of flexible working, apart from staff that worked on a rota basis on the service desk, all other staff were able to work flexibly. This included 10 out of 168.5 FTE staff working part time. The Committee felt that this was an area that Officers could explore further and the Chief Information Officer agreed to look at it further.

In terms of the Capital Plan, there was some work to be undertaken to look at a new corporate Wi-Fi solution and a procurement exercise would be undertaken in the next 12 months and it was hoped to open up the opportunity to engage in this with SME organisations that contributed to the Council's Social Value aspirations. This could potentially include the Council or a wholly owned company of the Council that was compliant with procurement guidelines.

It was reported that any external contract for ICT provision needed to demonstrate the highest levels of social value sign off. It was made clear in all contracts, the percentage terms a contractor must reach in delivering social value prior to the letting of a contract. The Executive Member for Finance and Human Resources commented that ICT was a very good exemplar of a Council department delivering social value.

The Executive Member for Finance and Human Resources did not feel that the fine incurred by Google would have any impact on its presence in the UK or have any detrimental impact on its contract with the Council.

Decision

The Committee:-

- (1) Notes the report;
- (2) Requests that in future reports, information is provided on:-
 - the process undertaken for the prioritisation of projects for different directorates;
 - details on the original capital spend against each project and any variance, the original planned delivery date, revised delivery dates, and actual delivery date of projects;
 - the original approved budget and revised approved budget for projects;
 - the viability of a municipally owned business that could bid for various IT procurement projects; and
 - the retention strategy for ICT staff

RGSC/18/39 Financial support for care leavers including a Council Tax discount

The Committee considered a report of the City Treasurer, which sought Executive approval to provide financial support to care leavers in order to assist them in managing the social and financial transition from local authority care to independent living and assist in sustaining tenancies whilst mitigating the risk of homelessness and increased transience for this vulnerable group of young people.

The Director of Customer Services and Transactions referred to the main points and themes within the reports, which included:-

- The Council's responsibility to care leavers;
- The challenges care leavers faced in managing their own finances;
- The powers available to the Council to provide financial support assistance;
- The position of support across the other Greater Manchester authorities, including the cost to date in providing this support
- The Councils position in terms of support provided including the cost to date;
- Revenue consequences associated with extending the provision of support and age range for care leavers up to their 25th birthday;
- Legal considerations in respect of legislation of looked after children and care leavers and Council Tax legislation; and
- Proposed next steps.

The Committee had been invited to comment on the report prior to its submission to the Executive on 25 July 2018.

There was unanimous support from the Committee in relation to the proposals within the report. A key point that arose from the Committees discussions was:-

- In terms of the pre-tenancy training courses that required undertaking by care leavers, could consideration be given to providing more training around managing budgets.

Decision

The Committee:-

- (1) Notes the report;
- (2) Requests that Officers take into consideration the request around additional training in managing budgets; and
- (3) Endorses the recommendations to the Executive as follows:-

That the Council supports the proposal set out in the proposed AGMA protocol and the following changes are made and agreed to Manchester City Council policies.

For any bills or charges relating to the 2018/19 financial year, the Council will award a Council Tax discount to care leavers of up to 100% of the Council Tax that is due, subject to the following points:

- The discount will apply until the care leaver reaches their 25th birthday;
- If the care leaver is joint and severally liable or becomes a member of a household where an exemption or discount is in place, such as a Single Person Discount or Student Exemption, the presence of the care leaver should be ignored so that the exemption/discount is not affected;
- Care leavers up to their 25th birthday are included as a specific vulnerable group in the Council's discretionary financial support policies including the Welfare Provision Scheme, the Discretionary Council Tax Support Scheme and the Discretionary Housing Payment scheme;
- For the purposes of this report, a care leaver is defined as an individual whom any Council has Corporate Parent responsibilities for. The care leaver should be resident in the Manchester area and have been in the care of a local authority (looked after) for at least 13 weeks since the age of 14 and who was in care on their 16th birthday;
- This decision is effective from the beginning of the 2018/19 financial year and, as such, any awards would be backdated to 1 April 2018 where appropriate. Care leavers who become responsible for Council Tax after this date will be granted the discount from the date of occupation; and
- The Council has discretion to backdate the care leavers discount to April 2017 and this discretion is delegated to the Director of Customer Services and Transactions or their nominated representative. Each request will be considered on its own merits.

RGSC/18/40 Overview Report

The Committee considered a report of the Governance and Scrutiny Support Unit which contained key decisions within the Committee's remit and responses to previous recommendations was submitted for comment. Members were also invited to agree the Committee's future work programme.

Decision

The Committee notes the report.

RGSC/18/41 National Speedway Stadium update (Part A)

The Committee considered a report of the Strategic Director (Development), which provided update in relation to the National Speedway Stadium at Belle Vue Sports Village following the report to the Resources and Governance Committee dated 21 June 2018.

The Strategic Director (Development) referred to the main points and themes within the reports, which included:-

- A chronology of the events leading to the Eastlands Trust ('the Trust') being instructed by the Council to operate the National Speedway Stadium in November 2016 and Belle Vue Speedway 2017 Ltd ('BVSL') entering into a lease agreement with the Council in 2017;
- Clarification of the relationship between the Council with Eastlands Trust and BVSL;
- The current and future position of BVSL;
- The future proposal for the speedway sport nationally;
- Clarification about the Council's proposed financial support to enable the establishment of a speedway academy at Belle Vue; and
- Clarification of the proposed investment into the National Speedway Stadium by the Council.

Some of the key points that arose from the Committee's discussions were:-

- With the information now provided, there was support for the proposals to provide financial support to enable the establishment of a speedway academy at Belle Vue;
- It was hoped that the investment in the stadium would result in a similar effect as the investment that had been made in the Manchester Velodrome for the 2002 Commonwealth Games;
- It was good to see that a range of non-speedway activities and usage had been proposed for increased income opportunities at the stadium; and
- There was a reassurance that the new operator arrangements would be in line with the rest of the leisure estate, where all potential losses were fully underwritten by the operator and not the Council.

Decision

The Committee notes the report.

RGSC/18/42 Exclusion of Press and Public

A recommendation was made that the public be excluded during consideration of the next item of business.

Decision

To exclude the public during consideration of the following item which involved consideration of exempt information relating to the financial or business affairs of

particular persons and public interest in maintaining the exemption outweighs the public interest in disclosing the information.

RGSC/18/43 National Speedway Stadium update (Part B)

The Committee considered a report of the Strategic Director (Development), which provided additional information that was requested by the Committee including the Business Plan, provided by Belle Vue Speedway 2017 Ltd.

The Committee asked questions to which the Strategic Director (Development) and the Executive Member for Schools, Culture and Leisure responded.

Decision

The Committee notes the report.

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**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee –
6 September 2018

Subject: Revenue and Benefits Unit Annual Report 2017/18

Report of: The City Treasurer

Summary

This report provides performance data for the 2017/18 financial year for the Council Tax, Benefits and Business Rates Service areas.

This report also provides an update on key areas of work and the welfare reform changes.

Recommendations

Committee is requested to note the contents of the report.

Wards Affected: All

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Council Tax Support Scheme
Discretionary Housing Payments Policy
https://www.manchester.gov.uk/downloads/download/4494/discretionary_housing_payments_-_2013_council_policy

Welfare Provision Scheme Policy

https://www.manchester.gov.uk/downloads/download/5237/welfare_provision_scheme_policy

NNDR Areas of Local Discretion Policy

https://secure.manchester.gov.uk/downloads/download/5369/national_non-domestic_rates_policy_document_2014_-_areas_of_local_discretion

1. Introduction

The report provides members with the following information.

- i. Annual performance results for the Revenues and Benefits Unit and covers the following areas:
 - Council Tax collection;
 - Benefits administration; and
 - Business Rates collection.
- ii. Performance data in respect of areas of discretionary support including:
 - Discretionary Housing Payments (DHP);
 - Discretionary Council Tax Payment Scheme (DCTPS); and
 - Welfare Provision Scheme, including food poverty grants.
- iii. Summary data on welfare benefit changes including the progress to transfer claims to Universal Credit and those areas of welfare reform administered by the Council, including:
 - Spare room subsidy (bedroom tax); and
 - Household benefit cap
- iv. Key issues affecting the Unit and service areas and details the headline performance targets and objectives for the year ahead.

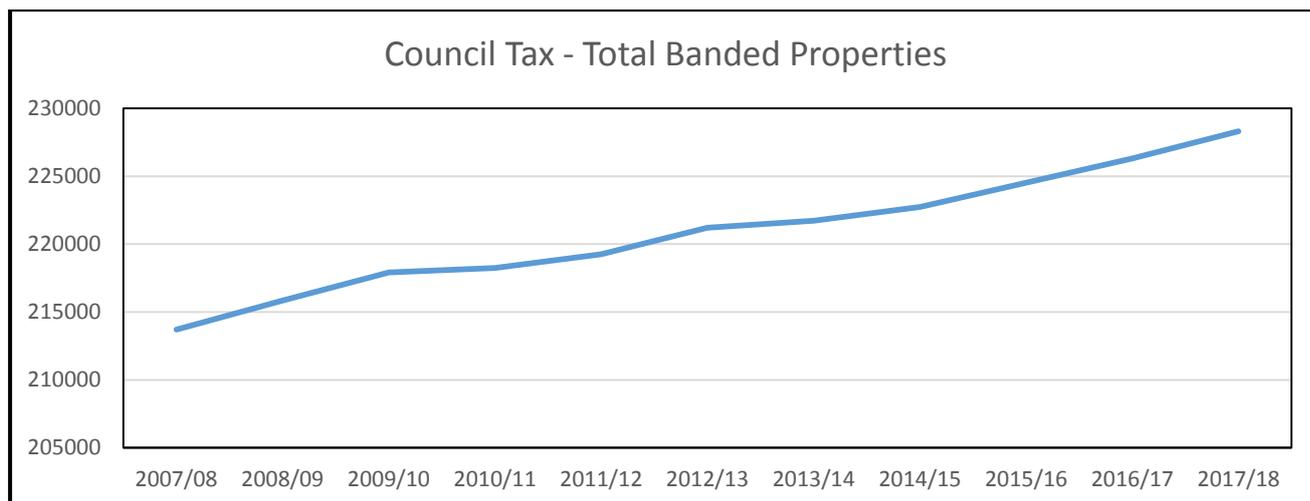
The report also provides ward deprivation statistics as appendix one that provide context and background to the ward based information within the report. It should be noted that because this data was produced at the end of March 2018, the ward based data is based on the historic ward splits rather than the revised wards as updated in May 2018. Future reports will split information based on the new ward data.

2. Performance in the collection of Council Tax

2.1 Background

Council Tax is essentially a property tax which is levied on the broad capital value of domestic properties. The Valuation Office split all domestic properties into eight bands from A to H, with an amount charged linked to each band. Calculation of the amount payable follows a weighted calculation set by central government. Properties in Band A pay two thirds of the tax levied on Band D properties; those in Band H pay twice the tax levied on Band D.

The number of properties within the city has been increasing annually and has increased from 199,000 in 2000, to 228,298 at the end of March 2018, an increase of 14.7% in this period. This had risen further to 228,700 by the beginning of August 2018.



58% of the properties in the city are in band A, with 89.4% being in bands A-C (inclusive) and less than 0.4% (944 properties) are in the top two bands of G and H. A full breakdown of properties split into bands and across wards based on March 2018 data is shown as appendix two.

For the 2017/18 financial year, the total banded properties in the city had an associated Council Tax debit of £214.8m. The amount due to be collected was then reduced by the award of £38.8m in Council Tax Support to eligible accounts leaving an amount of £176m to be collected. This is an increase in the amount due to be collected for last year of around £12.5m.

2.2 Council Tax Support

Council Tax Support (CTS) is a local means tested support scheme funded by the Council that provides financial support to working age residents towards their Council Tax liability. The Council's scheme provided means tested support towards 82.5% of the Council Tax that is due.

Government has determined that pensioners must still be assessed for means tested support towards their Council Tax based on 100% of the Council Tax that is due, resulting in a more generous scheme for residents of pension age. Of the £38.8m paid in Council Tax Support during 2017/18, £14.5m (37%) was paid to pensioners and £24.3m (63%) was paid to working age households.

Based on a March 2018 snapshot, 55,185 claimants were receiving some Council Tax Support towards their bill, of which 37,222 (67%) were working age and 17,979 (33%) were classed as pensioner households.

Of the working age households, 29,823 (80%) were receiving the maximum amount of Council Tax Support of 82.5%, leaving them with 17.5% to pay. 7,399 (20%) received partial benefit. Of the pensioner households in receipt of CTS, 13,256 (74%) were receiving maximum benefits of 100% of the Council Tax bill and 4,723 (26%) received partial benefit.

A full breakdown of working age and pensioner households in receipt of Council Tax Support split by ward is included at appendix three.

Residents' benefits will be changing all the time as their circumstances change, this includes coming on and off benefits. Examples of other changes include address changes, family composition and income details and work status. The levels of transience within the caseload and the number of people going on and off benefits, along with the high levels of deprivation in the city make the administration of Council Tax Support and the collection of Council Tax challenging and complex.

2.3 2017/18 targets

At the beginning of the year the Council Tax collection targets were to:

- Collect 93% (+0.3% on last year's outturn) of the 2017/18 Council Tax within the financial year;
- In cash terms this equates to £163.7m to be collected in the year (excluding arrears);
- Collect £6.5 million of Council Tax arrears from previous years.

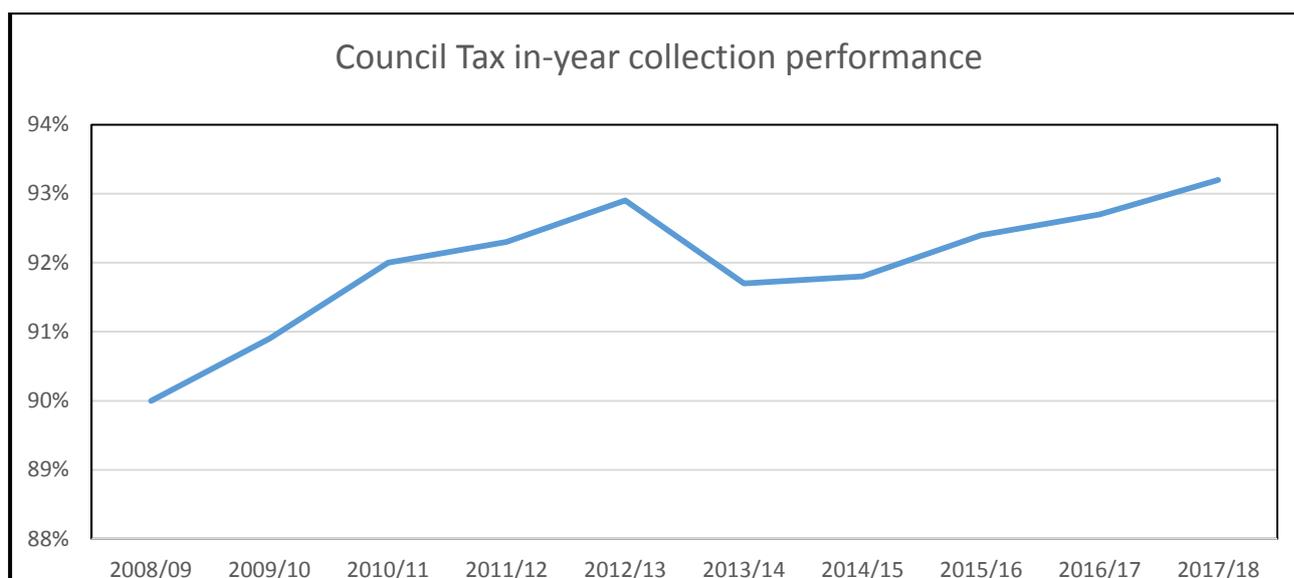
2.4 2017/18 performance results

The Council Tax collection figures for 2017/18 have now been submitted to central government and the national results have been published. The collection rate measures the percentage of Council Tax (after the award of CTS) that was raised and collected in the same financial year (between 1 April and 31 March). The performance indicator does not recognise how generous a council's CTS scheme is or any money paid after the end of the financial year.

The end of year performance figures show that £164m was collected. This represents 93.2% of the amount due for the year had been collected within the same financial year.

93.2% is the highest in-year collection rate ever achieved by the Council and demonstrates solid performance improvements in collection whilst maintaining a proportionate and reasonable approach to debt recovery, cognisant of the limited recovery routes available and the low income and fixed budgets of many Manchester residents.

Council Tax in year collection performance									
2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18
90%	90.9%	92%	92.3%	92.9%	91.7%	91.8%	92.4%	92.7%	93.2%
+0.9%	+0.9%	+1.1%	+0.3	+0.6%	-1.2%	+0.1%	+0.6%	+0.3%	+0.5%



The following table below shows the gross collection rate when Council Tax Support is included in the calculation as an income stream against the amount due.

Council Tax in year collection performance (including Council Tax Support as part of the calculation)									
2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18
91.8%	92.6%	93.4%	94.4%	94.7%	93.6%	93.5%	93.9%	94%	94.3%
+1.1%	+0.8%	+0.8%	+1%	+0.3%	-1.1%	-0.1%	+0.4%	+0.1%	+0.3%

2.5 Arrears Collection

Council Tax collection does not stop at the end of the financial year but continues for as long as it is cost effective. In the long term, collection is expected to be around 97%. However, this takes several years to achieve and has to be considered in the context of, where possible maximising current year's collection, and considering what is affordable cognisant of a household's financial circumstances.

Each financial year the Council collects several million pounds in Council Tax arrears from previous years. During 2017/18, the amount collected in arrears was £6.8m against an internal target of £6.5m.

The Council Tax Service continues to increase the amount of Council Tax arrears it collects despite the increasing in year collection rate (meaning there are lower levels of arrears to chase) and a reduction in the number of summons issued and cases passed to enforcement agents. This is as a result of a proactive and pragmatic approach to Council Tax recovery which concentrates on resolving any issues with someone's liability and then agreeing a sustainable relationship, especially when collecting money owed from those households that are in receipt of benefits.

Details of arrears collection over several years are as follows:

Amount of Council Tax arrears collected by year									
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
£4.7m	£5.3m	£5.5m	£4.4m	£5m	£4.2m	£5.9m	£6.7m	£6.2m	£6.8m

2.6 Recovery activity

If Council Tax is not paid, the Council follows a formal recovery process that includes recovery notices and magistrates' court summons and orders. Ultimately, a resident can be made bankrupt or committed to prison.

2.6.1 Recovery action

The table below shows how many summons have been issued and how many accounts were referred to external enforcement agents (previously called bailiffs) for collection.

Council Tax recovery activity- summons									
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
60,000	61,000	54,000	53,000	50,000	84,800	85,800	63,300	59,000	57,800
Council Tax recovery activity- enforcement activity									
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2018/18
41,500	54,000	45,500	35,000	33,600	27,000	26,900	22,000	15,700	15,600

Although the Council has improved the current year collection level and has collected nearly 7m in arrears, the volumes in terms of accounts being passed to enforcement agents (bailiff recovery) has reduced slightly when compared with last year. Less than 7% of the 228,000 Council Tax accounts in the city are now passed to enforcement agents for collection.

The above table shows that there was a significant spike in recovery activity during 2013/14 and 2014/15 as a direct result of the changes to Council Tax Support when more than 36,000 residents on low income had to pay something towards their Council Tax for the first time as well as many others that had to pay more. Although the Council made further changes to CTS for the 2017/18 financial year increasing the amount people on low income had to pay, the level of summons and enforcement activity has again reduces slightly.

2.6.2 Enforcement agent activity

Bailiffs are now called enforcement agents and their activity and fees are covered by legislation. This is the Tribunal and Courts Act 2007 implemented in 2014 and associated statutory instruments.

The standard rate of fees is as follows:

Compliance stage: £75.00

Enforcement stage: £235

Sale or disposal stage: £110

In the case of debts over £1,500 a fee of 7.5% may be charged at the enforcement stage and again at the sale stage.

Any fees are passed on to the charge payer and are added on to what is owed.

In recent years the Council has taken a more informed approach to the use of enforcement agents and will not send accounts that are not deemed suitable for collection to enforcement agents. For example, where possible, recovery from earnings or benefits are set up as the preferred recovery route, even if it could take some time to clear the debt. The Council has also worked with the Money Advice Trust and has developed and introduced an additional warning letter to encourage residents to get in touch.

In the majority of cases, an account is sent to the external enforcement agent when we have had no contact, positive engagement or payments from a debtor and we have no intelligence about them, including either their employer or benefit details. It is worth noting that for residents not in receipt of CTS, all that is usually held against an account is the ratepayer name. Although residents are required to provide income details when a liability order has been granted many do not and it is at this point recovery action can escalate.

Where a Council Tax debt is less than £150 when passed to an enforcement agent, the Council has determined that it should not progress to further enforcement activity and the additional costs are therefore limited to the £75 administration fee as covered by legislation. For this fee, the enforcement agency will attempt to contact the debtor several times by phone or letter and seek to secure an arrangement. However, they will not visit the property, levy on goods or add further costs. If unsuccessful the debt has to be returned to the Council where the Council will consider alternative recovery methods where appropriate, although in reality without further intelligence about the person's financial status, the only other option would be committal.

The Council's Enforcement Agent Code of Practice includes strict vulnerability criteria that enforcement agents are obliged to consider when they visit (see below). If these are met, then the enforcement agent will return the debt to the Council without adding costs.

Excerpt from the Councils Enforcement Agent Code of Practice

Before the enforcement agency adds the enforcement fee, they must, using their professional judgement, explicitly consider whether the debtor falls into the following vulnerability categories. Where the debtor:

1. *Appears to be severely mentally impaired or suffering severe mental confusion.*
2. *Has young children and severe social deprivation is evident.*
3. *Is disputing liability or claims to have paid, applied for a rebate, Council Tax Support (CTS), discount or any other relief not yet granted. Under these circumstances the enforcement agent should report this back to the Council.*
4. *Is heavily pregnant and there are no other adults available in the household.*
5. *Is in mourning due to recent bereavement (within one month).*
6. *Is having difficulty communicating due to profound deafness, blindness or language difficulties. In these cases the Council would make arrangements for the appropriate support in terms of a signer or translation services etc.*
7. *Has severe long term sickness or illness including being terminally ill.*

This judgement must be based on telephone conversations, written responses, visits by company employees not acting as enforcement agents and visits by enforcement agents. A clear statement that the debtor's vulnerability has been considered must be recorded on the debtor's record before the enforcement fee is added. When an enforcement agent makes the first visit to the property and decides that the debtor is vulnerable, no enforcement fee should be added and the account should be returned to the Council.

Monitoring of performance and complaints

The Council's contract stipulates that all enforcement agents working on behalf of the Council must wear body worn camera and all calls are recorded.

All complaints are recorded on the Council's systems and are discussed as part of contract monitoring. During the 2017/18 financial year 118 complaints were made from residents about bailiff activity in the city. Of these 15 were about the behaviour of the bailiff.

In terms of the complaints about the enforcement agent's behaviour for each case a report was received by the Council, the body worn camera was reviewed and response sent in accordance with the Council's complaints procedure. Of the 15 complaints about behaviour, 2 were partially upheld and one was fully upheld.

There is an action for 2018/19 for the Council to contact the local CAB to explore how the use of enforcement agents could be further reduced, whilst maintaining collection and look to ensure that these agents work within the Council's expectations.

2.6.3 Attachment of earnings orders

Once a summons has been issued and a Liability Order (LO) has been granted by the magistrates due to Council Tax arrears, as described above, one of the recovery

options is to apply to the debtor's employer for deductions to be made from their wages and paid over to the Council. The debtor and the employer are informed of the application at the same time.

Deductions are made based on the level of earnings with the percentage taken increasing as the wages increase. For example, an attachment against someone earning between £740 and £900 a month is made at a rate of 12% and would recover between £89 and £108 a month.

A council can make two attachments at any given time in respect of separate LOs and if there are more than two LOs further attachments can be 'pended' to start once one of the existing attachments have cleared. Employers are allowed to make a charge of £1 per payment to cover their costs.

Deduction rate	Weekly earnings	Monthly earnings
0%	<£75	<£300
3%	£75-£135	£300-£550
5%	£135-£185	£550-£740
7%	£185-£225	£740-£900
12%	£225-£355	£900-£1,420
17%	£355-£505	£1,420-£2,020

Where the salary is more than £505pw/£2,020pcm, the attachment rate is 17% for the first £505/£2,020 and then 50% of the remainder. A second attachment is calculated by removing the amount of the first attachment from the weekly/monthly earnings then applying the deduction rate appropriate to the reduced earnings.

The table below shows a snapshot of the number of live and 'pended' attachment of earning orders and the amount of money owed within those attachments.

2009/10	2010/11	2011/2	2012/3	2013/4	2014/5	2015/16	2016/17	2017/18
No. of live attachments								
1,484	1,943	1,934	2,459	2,786	3,187	3,563	2,685	2,443
Debt covered by the attachments above								
£0.58m	£0.8m	£0.79m	£0.93m	£1.02m	£1.29m	£1.366m	£1,034m	£1.00m
Number of accounts pending								
1,361	1,710	2,094	3,520	4,208	5,326	5,936	5,248	5,554
Debt covered by the pending attachments								
£0.59m	£0.78m	£0.97m	£1.57m	£1.8m	£2.26m	£2.45m	£2,135m	£2.3m

It is not possible to show the amount of money that has been paid over by employers as a separate income stream as this is not separately identified within the system.

Following annual increases in the number of active AEOs for the last four years, in 2017/18 the number of active AEOs has reduced. This is attributable to increased Direct Debit take-up resulting in increased in-year collection and more residents making payment arrangements that are adhered to.

One of the major barriers to recovery is a lack of engagement by some residents that means the level of information held by the Council is limited, thus preventing recovery action by attachment of earning orders. The Council has made representations to central government and has requested access to HMRC data for employer records and also for changes to the Universal Credit rules to allow an attachment of the Tax Credit element of Universal Credit where the claimant is in work and has Council Tax arrears. Although the government consulted on this proposal some time ago, this is not yet in place.

2.6.4 Attachments to Benefits

Another recovery option for the Council, post Liability Order (LO), is to apply to the Department for Work and Pensions (DWP) for deductions to be made from certain benefits the debtor receives and have this money paid direct to the Council to pay off the money owed.

Deductions are at a standard rate (currently £3.70). A council can only make one attachment for Council Tax arrears at any given time even if there are debts for several different years. Further attachments can be 'pended' to start once the existing attachment to benefits has cleared.

The table below shows a snapshot of the number of live and 'pended' attachments to benefits and the increasing amount of money covered by those attachments. The cash collected as an attachment to benefits is then included as part of the total collection figure for either current year or arrears.

2009/10	2010/11	2011/2	2012/3	2013/4	2014/5	2015/16	2016/17	2017/18
Number of accounts with a live attachment								
5,220	5,251	5,690	6,088	12,169	12,228	10,975	10,687	10,825
Debt covered by the above								
£1.30m	£1.33m	£1.42m	£1.53m	£1.92m	£2.13m	£1.82m	£1.88m	£2.17m
Cash collected year on year by attachments to earnings								
n/a	n/a	£0.7m	£0.67m	£1.05m	£1.44m	£1.52m	£1.46m	£1.34m
Number of accounts with an attachment pending								
6,602	6,507	7,832	8,152	11,202	16,196	18,858	19,993	25,997
Debt covered by the above								
£1.92	£2.03m	£2.47m	£2.62m	£3.11m	£4.11m	£4.56m	£4.7m	£6.5m

The significant increase in the number of attachments and pending attachments between 2012/13 and 2014/15 stems from the requirement of working age residents

in receipt of CTS to make a payment for the first time. Although the number of 'live' attachments stabilised during 2015/16 and 2016/17, this is still almost double the number of attachments that were in place in 2012/13. In addition, there continues to be an increasing number of accounts that are held/pended waiting for an attachment to be in place. Although this is deferring the recovery of money owed to the Council, it is the correct approach as it prevents unnecessary action and escalating costs to the city's poorest households. There is some work ongoing looking at how best to deal with households with multiple attachments in terms of collection and the issues they face.

There are a number of households in the city in receipt of benefits who do not pay their Council Tax liability each year and as such new debt is stacked as previous years are cleared. This is a particular issue for households in receipt of maximum benefits that have to pay at least 17.5% of the Council Tax charge but also have an additional charge, for example non dependant deductions. If they do not pay what they owe and the Council is left to pursue the debt by a deduction from benefits, in some cases this will not even cover what would be the regular weekly amount due, with no money towards the arrears. Some residents therefore have an escalating debt position with arrears spanning several years.

There are several reasons why the Council may not be able to attach to benefits:

1. The debtor is already having other deductions made from their benefit due to other debts putting them below the threshold figure.
2. The liable person is not the benefit claimant.
3. The DWP says the customer is not claiming benefits.
4. The benefit that is being claimed is not suitable for deductions. For example, the Council cannot deduct from tax credits.

2.6.5 Council Tax collection and Universal Credit

Deductions from Universal Credit are subject to different rates and rules. The amount deducted and paid over is variable and is based on 5% of the basic allowance for Universal Credit. For example, this works out at £15.89 per month for a single person aged over 25. There are up to three deductions allowable for different debts and Council Tax is sixth in the priority list behind rent/service charges/mortgage/gas/electricity.

The table below gives the same detail as above in relation to these attachments. The amount collected is included in the overall amount paid over from the DWP as described in the table within paragraph 2.5.3.

	2015/16	2016/17	2017/18
Number of AOUCs	471	170	1,801
Debt covered	£137,000	£46,000	£705,800
Pending AOUCs	553	1,242	1,497
Debt covered	£147,000	£341,000	£545,900

There are significant delays between the Council requesting attachments of Universal Credit and payment being received, up to nine months in many cases.

2.6.6 Committal proceedings

Committal proceedings can only be considered after a debt has been returned uncollected by enforcement agents and where there has been a wilful refusal or culpable neglect by the debtor in not paying Council Tax.

When considering cases for committal officers would consider the following:

- The level of the debt – committal is normally only considered for debts over £1,000.
- Where the resident appears to be employed – benefit claimants are not normally considered for committal.
- Where insolvency is not an option – the resident may be a tenant or there may be no equity in the property.
- Where there is no evidence of vulnerability.

Since April 2015, 187 cases have been considered for committal proceedings of which 44 have been withdrawn because they have absconded or another, easier, recovery method has been identified during the process. The total amount that was owed by these residents was just over £1.3m and works out an average of around than £7,000 owed by each of them (some will owe a lot more than this, some less).

The table below shows the current position of the 187 cases:

Total level of debt involved	£1.3m
Cases withdrawn as committal not suitable	44
Arrangements made and being maintained	18
Debt paid in full	20
Total amount paid	£444,000
Arrest Warrants Issued	70
Number who received a suspended sentence	52
Number imprisoned	3

One person served a prison sentence of 40 days in 2017/18 due to non-payment of Council Tax.

An arrest warrant is issued once committal proceedings have been lodged at the Magistrates Court. Initially, someone will be arrested 'with bail', which means they are formally spoken to and ordered to attend court on a specific date. If they fail to attend they can be arrested 'without bail' which means they are taken to the Magistrates Court and held in the cells until their case can be heard, possibly overnight.

Many of those arrested will make an arrangement in court and any sentence will be suspended providing they maintain the arrangement.

2.7 Direct Debit activity

Direct Debit is the preferred method of payment for the service and there is a target to increase the number of accounts being paid by Direct Debit by 5% each year. We also have aspirational long term targets to get to a position whereby 60% of those residents who have something to pay, use Direct Debit and we collect 70% of money owed by this route.

The following table shows the number of live Direct Debits over recent years and the percentage of residents who have something to pay that pay by Direct Debit. During 2017/18 there were around 195,200 live Council Tax accounts with a balance to pay, 1,200 more than the year before. 104,500 of these were paid by Direct Debit (53.5%). In financial terms this equated to £104.2m and 63% of the overall amount owed.

Although there has been a year on year increase in the number of residents paying by Direct Debit, the number shown as a percentage of all those residents with a bill to pay is still lower than at the end of 2013/14. This is due to the introduction of CTS, when there was a significant increase in the number of residents that had a bill to pay.

2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Number of Council Tax accounts with an amount to pay								
n/a	n/a	151,000	153,000	187,000	188,000	194,000	195,200	198,000
Number of accounts paying by direct debit								
70,800	73,900	77,900	82,900	89,600	93,500	100,200	104,500	108,300
Percentage annual increase								
2.6%	4.4%	5.4%	6.4%	8.1%	4.4%	7.2%	4.3%	2.2%
Percentage of accounts being paid by direct debit								
n/a	n/a	51.6%	54.2%	47.9%	49.7%	51.6%	53.5%	54.7%
Amount collected by direct debit annually								
£66.4m	£69.9m	£72.8m	£76.9m	£84.6m	£90m	95.4m	£104.2m	£113.2m

Direct Debit is advertised on all bills, letters and the website. In recent years, the most successful route for sign up to pay by Direct Debit is via the Council's website. In addition, there is also an annual exercise whereby letters explaining the benefits of Direct Debit, along with a mandate are sent to residents who paid their bill in full when they received a summons or went to the enforcement agent and had to pay additional costs.

2.8 Increasing revenue from the New Homes Bonus

During 2017/18, a review of all properties that had been empty and unfurnished for over 6 months was carried out. This review identified around 225 properties that were actually occupied. By identifying that these properties had been brought back into use, in addition to increase Council Tax charges, the Council also qualifies for additional New Homes Bonus money from Central Government of around £1 million paid over four years.

3. Performance in Benefit administration

3.1 Background

In March 2018, the Council was paying out benefit to 63,207 households in the city. This includes Housing Benefit and Council Tax Support claims.

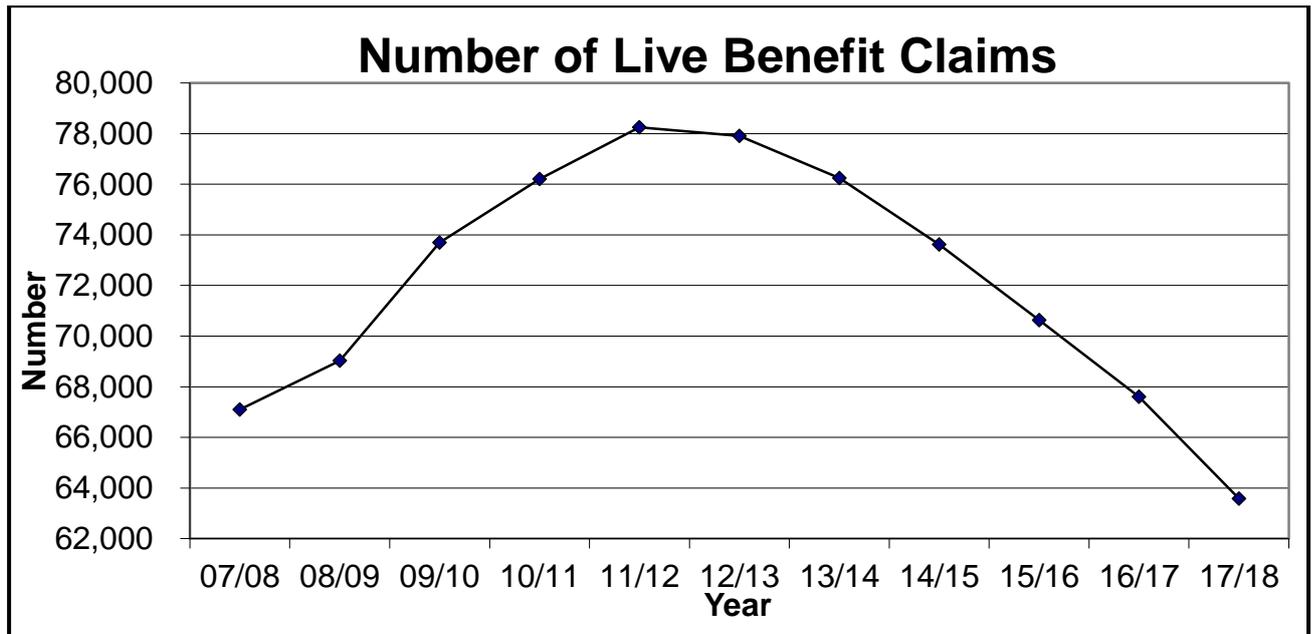
The caseload increased from around 67,000 in 2008 to its peak of 78,077 in summer 2012. It maintained a plateau through 2012/13 but has been falling very gradually since April 2013. It is now below the level it was before the financial crisis in 2008/09.

These changes reflect:

- people gaining employment and coming off benefits;
- a drop in CTS claims because all working age people now have to pay at least 17.5% of their Council Tax; and
- a moderate reduction in HB claims because of the rollout of Universal Credit (latest available DWP figures show 5,558 households claiming UC including the housing element in December 2017)

Although the overall caseload is reducing the work required to administer the caseload is increasing. The reasons for this include:

- an increase in demand for Discretionary Housing Payments as a result of under-occupation rules / the benefit cap / homelessness pressures;
- counter fraud activity;
- an increase in subsidy work;
- manual administration of Universal Credit cases resulting from the limitations of DWP systems; and
- additional DWP driven activity including the Verify Earnings and Pensions Service and a review of self-employed cases



3.2 Housing Benefit and Local Housing Allowance

Within the overall caseload figures, the March 2018 snapshot of the Housing Benefit caseload was 53,273. The private tenant caseload was 13,427 and the social tenant caseload was 39,846.

Our reports on the housing benefit caseload were designed to provide a simple split of figures between under 60 (to represent working age) and over 60 (pension age).

Changes to when people become entitled to their state pension mean that this split is now less accurate in reflecting the working age / pension age split. It is not possible at this time to amend the reports to offer a clearer split of working age / pension age figures.

The over 60 household:

- 3.1% are where either claimant and/or partner are working and claiming housing benefit
- 88.8% are claiming housing benefit and live in social landlord tenancies
- 11.2% are claiming support and live in private accommodation

The under 60 household:

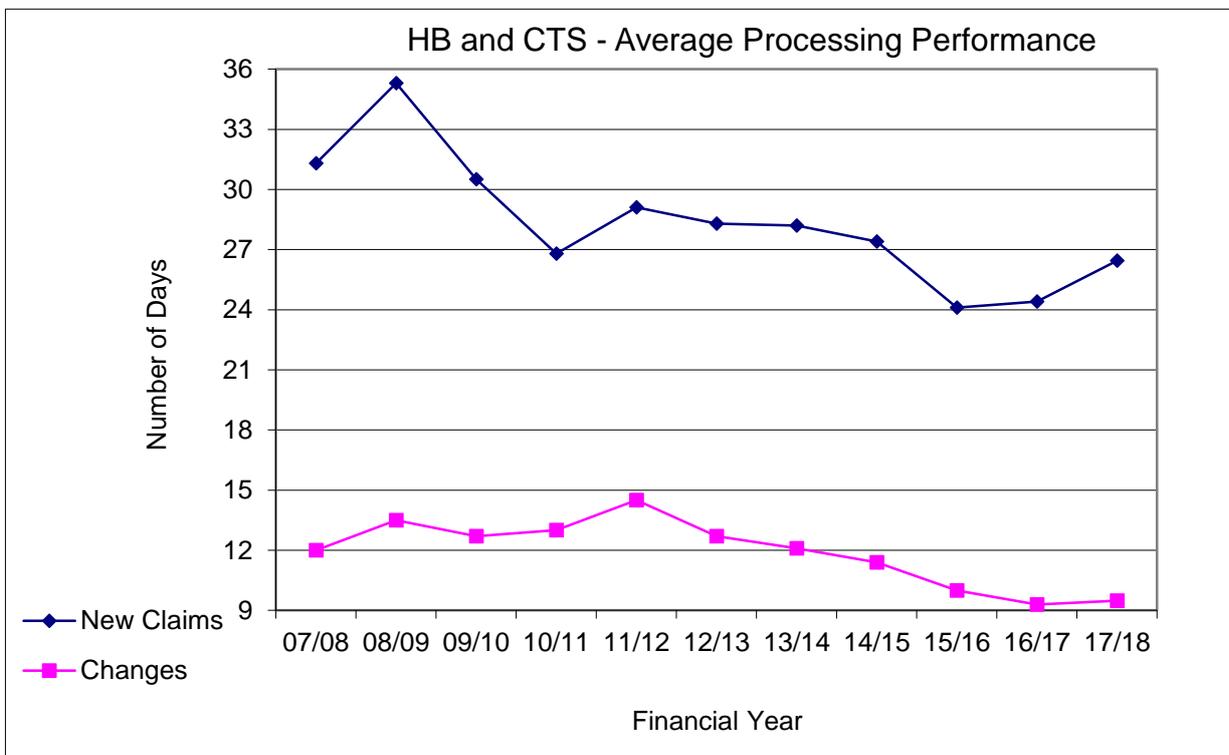
- 28.9% are where either claimant and/or partner are working and claiming housing benefit
- 69.4% are claiming housing benefit and live in social landlord tenancies
- 30.6% are claiming support and live in private accommodation

3.3 2017/18 Performance Results

The table below shows headline performance results for housing benefit administration.

The performance target for processing new claims and changes of circumstances counts the overall number of days taken to process a claim, including any claim pended time associated with claim follow up or requests for further evidence. There is also an additional measure that calculates the percentage of new claims that are processed within 14 days of the Council receiving all the information necessary to process the claim.

	Processing New Claims	New claims in 14 days of getting all info	Changes of circumstances
Target	20 days or less	More than 92%	12 days or less
2017/18	26.5 days	93.4%	10.2 days
2016/17	24.4 days	94.6%	9.4 days
2015/16	24.1 days	94.5%	10 days
2014/15	27.4 days	91%	11.4 days
2013/14	28.2 days	90.9%	12.1 days
2012/13	28.4 days	91%	12.7 days
2011/12	29 days	90%	14.5 days
2010/11	26.8 days	91%	12.95 days
2009/10	30.5 days	87.6%	12.7 days
2008/09	35 days	83.8%	13.5 days



Accuracy of claim processing is based on a sampled caseload that is measured for core accuracy expectations set by the DWP. The annual accuracy level for 2017/18 was 98%.

These figures show a good level of service for benefit claimants, landlords and partners especially when viewed in the context of ongoing welfare reform, increased fraud and error activity and an increasingly complex caseload.

4. Performance in the collection of Business Rates

4.1 Background

Business Rates are collected from approximately 26,500 business properties in the city (as at the end of March 2018).

For billing purposes, a business rates hereditament can be as small as an ATM, parking or advertising space up to the size of an airport or sports stadium. Each hereditament has a separate bill. The Valuation Office Agency work out the rateable value for a property and the Council calculates and collects the amount due by applying a multiplier that is set by central government and other calculations where appropriate.

The collection rate for Business Rates is calculated in the same way as the Council Tax measure. Accounting for Business Rates income is covered separately as part of the Council's budget and financial reporting process.

In April 2017, a government led revaluation exercise took place. This resulted in all businesses in the city were given an updated Rateable Value (RV) by the Valuation Office Agency (part of central government). Many types of business had significantly higher Business Rates as a result of this revaluation which prompted various initiatives by central government to mitigate those increases. These are outlined below.

4.2 2017/18 performance results

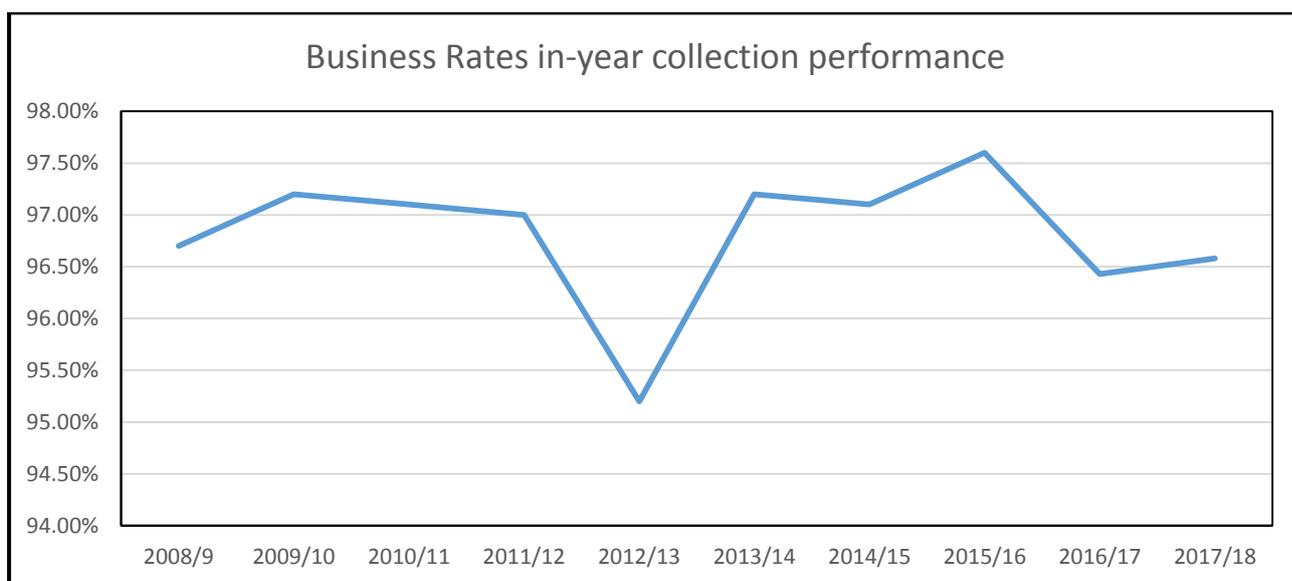
The amount of Business Rates to be collected within the year, before transitional relief, discounts and exemptions was approximately £421.7m (gross rate debit). After discounts and exemptions, the Council had to collect £356.8m (net rate debit) the Council collected £344.6m. This is an increase in the amount of money collected of £3.9m over 2016/17.

The following table shows the collection performance in Business Rates by measuring the level of debt that was raised and due within the financial year that was actually collected within the financial year. There will inevitably be some carry forward of amounts due as a result of changes and retrospective billing and extended payment plans.

The table and graph shows that for 2017/18, 96.58% of the collectable debt had been collected. This is a slight (0.2%) improvement in performance compared with last year and was adversely affected by problems dealing with correspondence in a

timely fashion as well as significant extra work caused by government initiatives. The correspondence issues have now been resolved which should reflect positively in the 2018/19 outturn.

Business Rates in-year collection performance (Debt raised and collected in the financial year)									
2008/9	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
96.7%	97.2%	97.1%	97%	95.2%	97.2%	97.1%	97.6%	96.4%	96.6%



For 2017/18 the Council retains £330 million of the total collected. In addition, it receives £20 million from Central Government to compensate it for income lost due to Government changes since 2013. The Council's Business Rates Baseline was set at £309.7 million and represented what they expected us to collect. Total income of £350 million represents underlying growth of £40 million, of which £10 million was passed to the Combined Authority.

4.3 Increasing revenue from Business Rates

Because of the 100% Business Rates retention pilot that the Council is undertaking, the Business Rates Team worked with an external partner to identify properties and business units that were not currently liable for Business Rates. As a result of this exercise the total Rateable Value of businesses in the city increased by around 0.75%, worth around £1.2 million when collected.

4.4 Business Rates Relief

There are a range of mandatory and discretionary reliefs available to businesses and other organisations. Mandatory reliefs were fully refunded by central government, but under the 100% retention trial this is no longer the case. However this potential loss of income has been taken into account when calculating the baseline to ensure that

the Council is no worse off due to having to fund all mandatory reliefs. In addition, the Council has the power to award local discounts and the government has also encouraged some local discounts by agreeing to refund all the expenditure. These include new build relief, retail relief and reoccupation relief.

4.5 Additional schemes of relief introduced during 2017/18

Following the Business Rates revaluation that came into effect on 1 April 2017, central government introduced three fully funded discretionary schemes that councils could choose to adopt to mitigate the more extreme results of the revaluation:

- Supporting Small Business Relief Scheme
- Pubs Relief Scheme
- Business Rates Relief Scheme (revaluation).

The first two schemes were fully funded by central government and implemented by the Council at no cost. The Business Rates Relief scheme provided up to £1.52 million in 2017/18 for Manchester and the Council had to design its own scheme to ensure the full amount was spent as any money not spent would be returned to central government. Funding of £737k is available in 2018/19, £303k for 2019/20 and £43k for 2020/21

Although both guidance from central government and the software changes necessary to implement the Supporting Small Business Relief scheme were much delayed, these discretionary schemes were fully implemented. However, this did cause a significant diversion of resources from other work during the period December 2017 to March 2018.

4.6 Summary of business rates relief awarded during 2017/18

The table below details the range of grants available, the amount awarded and the cost of each relief to the Council. For mandatory reliefs and local business rates discounts there are set criteria which the business must comply with. The figures given are for those claims where the criteria are met.

	Number at 31/3/2018	Amount paid for 2017/18	Cost to Council (%)
Mandatory relief awards			
Small Business Rates Relief*	6,696	£17,160,000	nil
Charitable relief (80%)	829	£29,170,000	nil
Empty Property Relief	4312	£23,400,000	nil
Comm amateur sports clubs (CASCs) (80%)	10	£100,000	nil
Discretionary relief awards			
Charitable relief (20%)	22	£869,000	100%
Comm amateur sports clubs (CASCs) (20%)	0	£0	100%

Not for profit Orgs	39	£1,,988,000	49%
Hardship relief	0	£0	49%
Local Business Rates Discounts			
New build relief (temp – up to Sept 2016)	7	£11,000	nil
Reoccupation Relief	0	£0	nil
Local Discounts	2,269	£1,801,000	100%
Enterprise Zone Relief**	54	£858,000	nil
Supporting small Businesses Relief	128	£145,200	nil
Public House Relief	152	£153,000	nil
Business Rates Revaluation Relief	1,469	£1,520,000	nil
Total			

*£17.16m SBRR was actually awarded however this is offset by £9.36m collected from other businesses paying the standard multiplier.

**Applicable within Airport City EZ and Greater Manchester Life Sciences EZ.

5. Areas of discretionary spend supporting residents

The Unit delivers three areas of discretionary policy, spend and budgets:

- Discretionary Housing Payments (DHP) - funded by central government subject to agreed threshold level;
- Discretionary Council Tax Payment Scheme (DCTPS) - Council funded; and
- Welfare Provision Scheme - Council funded.

5.1 Discretionary Housing Payments (DHP)

5.1.1 Background

The Discretionary Housing Payment scheme provides funding to deal with anomalies and hardship in situations where normal Housing Benefit does not cover all the rent. To qualify for some consideration for assistance under this scheme the resident must already qualify for some Housing Benefit or the Housing Element of Universal Credit.

From April 2013 the government provided extra funding to ease the introduction of the household benefit cap but also to meet *continuing* and unavoidable needs resulting from the application of size criteria in the social rented sector rather than catering for these in the Housing Benefit scheme itself.

The government provides councils with a grant amount up to an agreed threshold and any money not spent in the year to which it relates is returned to government as unspent. The Council is able to fund above this amount up to a further threshold but this is funded from the Council's budget.

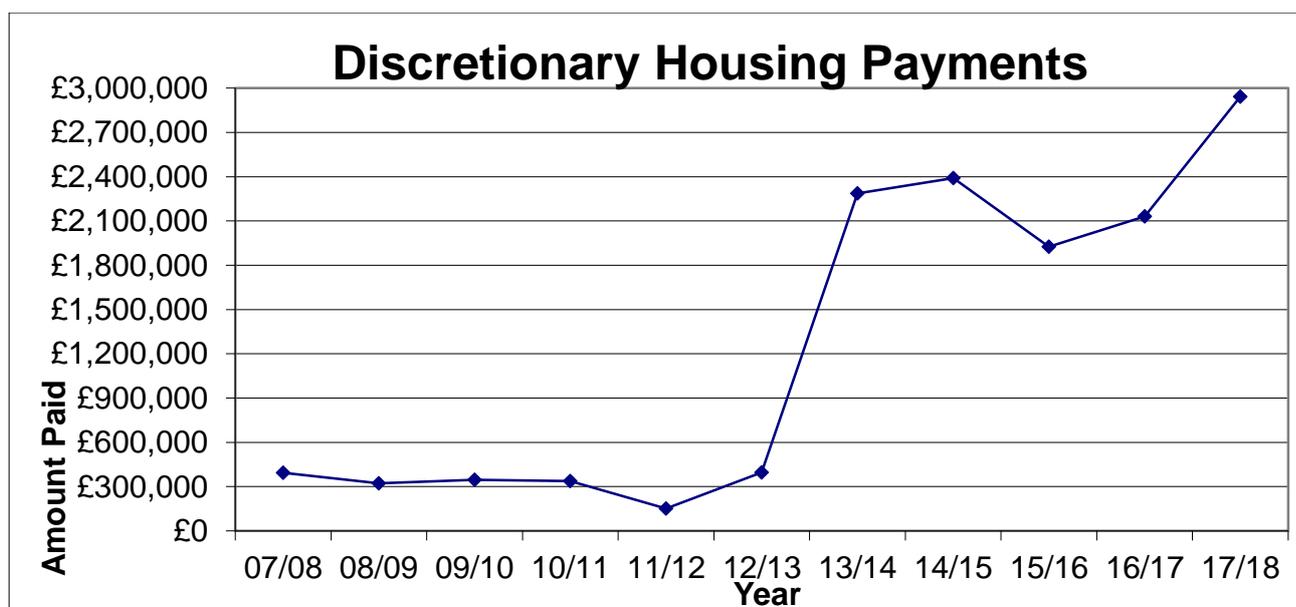
5.1.2 Spend against budget and award summary

Year	Government contribution	Amount spent	Number of awards	Cost to Council	Amount returned to government
2017/18	£2,557,484	£2,941,208	4,607	£383,724	£0
2016/17	£2,097,016	£2,131,683	3,922	£34,667	£0
2015/16	£1,874,257	£1,901,789	5,832	£27,532	£0
2014/15	£2,356,068	£2,390,249	5,458	£34,181	£0
2013/14	£2,222,105	£2,287,046	4,256	£64,941	£0

In 2017/18, the Council provided for additional expenditure up to £500,000 and spent £383,724 above the government grant.

In April 2017 the funding framework for Temporary Accommodation (bed and breakfast / short-term leased accommodation) changed with the removal of the £60 management fee that previously applied. Manchester received a £1.135m Flexible Homeless Support Grant from the Ministry of Housing Communities and Local Government intended to cover the projected shortfall. However, a subsidy shortfall of around £2m resulted. A proportion of the DHP budget and the additional injection of £383,724 was used to help redress this budget pressure by reducing the gap between the full Housing Benefit paid out for dispersed homelessness accommodation and the amount the Council is able to recover from the government in Housing Benefit subsidy.

This graph illustrates the increase in Discretionary Housing Payments since April 2013.



Within the financial year, decisions were made on 3,821 cases and 2,437 were paid. Of those paid 1,078 were under occupancy cases and 566 were benefit cap cases.

Reason for DHP	Cases	% of spend								
	2013/14		2014/15		2015/16		2016/17		2017/18	
Baby due	73	1.1%	71	0.9%	69	1.0%	31	0.5%	23	0.2%
Benefit Cap	236	16.6%	279	15.8%	187	9.8%	387	21.0%	994	44.2%
Change of address	2	0.0%	2	0%	1	0.0%	1	0.0%	1	0.0%
Combination of reforms	14	0.5%	9	0.1%	10	0.2%	5	0.2%	6	0.1%
Disability - general	65	1.4%	55	0.9%	137	2.3%	135	3.1%	115	1.2%
Income tapers	58	1.1%	115	2.0%	298	7.2%	411	12.4%	470	10.3%
LHA reforms - single under 35 rate	118	2.8%	31	0.8%	13	0.3%	5	0.3%	11	0.3%
LHA Rent restrictions	132	2.7%	203	4.2%	274	5.1%	247	7.1%	374	9.9%
Non-dependent deduction	13	0.3%	17	0.2%	41	1.2%	36	0.6%	35	0.5%
Other	247	5.6%	238	3.2%	123	2.0%	68	2.4%	200	4.1%
Removal costs									2	0.0%
Rent deposit	1	0.0%	13	0.3%	13	0.5%	22	1.0%	31	0.8%
Rent in advance					2	0.0%	2	0.1%	1	0.0%
Rent on two homes	1	0.0%					0	0.0%		
Social sector size criteria categories										
- adaptations	386	8.4%	385	8.3%	367	6.3%	251	7.8%	260	4.2%
- couple unable to share									5	0.0%
- disability	393	7.9%	386	6.8%	249	4.3%	164	4.1%	169	2.1%
- fostering	20	0.5%	20	0.4%	20	0.5%	15	0.6%	17	0.2%
- short term	778	13.9%	815	11.6%	1186	19.2%	1,018	18.6%	936	10.9%
- other	1,479	34.1%	2,192	36.8%	1831	27.4%	575	11.9%	626	7.8%
Total social sector size criteria	3,056	64.8%	3,798	63.9%	3,653	57.7%	2,023	42.9%	2,013	25.3%
Work-related expenses	244	3.0%	627	7.7%	1011	12.6%	549	8.4%	331	3.0%

All awards for the year	4,256		5,458		5,832		3,922		4,607	
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Counts of cases and awards can be confusing; some claimants receive more than one award, sometimes for different reasons. The table above shows awards as counted for the annual return to DWP and includes previous year awards continuing into the current year; these are excluded from the decision counts in the preceding paragraph. Figures in 5.1.3 and 5.1.4 are for claimants regardless of the number of awards they received.

5.1.3 Breakdown of awards by tenure type

The following table shows an analysis of claimants with awards by tenure type of the resident. It should be noted that the total figure will differ from the one above because this is based on award rather than spend against budget. Some of the amount analysed won't have been paid out until April 2017 and the 2017/18 spend will also include a significant amount paid retrospectively for 2016/17.

Appendix four provides a full breakdown of awards by ward and tenure type. The following summary analyses awards for periods in 2017/18 rather than amounts paid in that year and therefore differs slightly from expenditure in year.

Tenure	Cases	Awards
Council Tenants	553	£249,311
Temporary accomm	375	£935,081
Registered providers	1,851	£960,736
Private landlords	724	£517,747
All cases	3,503	£2,662,875

5.1.4 Breakdown of awards by reason

The following table shows the reason for DHP, the numbers of claimants paid and the percentage of the spend in each category for the past four years. Some claimants received separate awards for different reasons so the numbers are higher than in the table above.

The section described as other within the social sector size criteria category covers short and longer term awards based on individual needs and circumstances including residents who need to stay where they are due to care and family commitments, access to children, access to work or education, health issues, ability to move and re-settle and bereavement. The Council also looks to protect tenancies and decision making is cognisant of changes in the near future that would negate the impact of the size criteria, for example children moving over the age threshold, pregnancy and residents becoming over the age where the size criteria applies.

Within the five year period there have been changes in the volumes of support offered within the groups and some of the reasons for the changes include:

- More information about residents' details becoming available e.g. disability requirements resulting in additional support being offered
- More people working but on a low income (income tapers) where additional support is provided to low income working households
- Phased support for some of the original benefit cap cohort where support was provided on a time limited or phased basis where appropriate to aid the transition
- The extension of the benefit cap

5.2 Discretionary Council Tax Payment Scheme (DCTPS)

5.2.1 Background

The Discretionary Council Tax Payment Scheme provides support in cases of exceptional hardship. Awards of Discretionary Council Tax Payments focus on anomalous and complex situations and on enabling people to deal with short term financial crises that mean they are unable to pay their Council Tax. Awards are normally for defined periods following which the resident will be required to resume their normal instalments.

The Council's policy expects that payments are made in unusual or extreme circumstances, where additional help with current Council Tax will have a significant effect in alleviating hardship or alleviating difficulties that may be experienced in the transition from long term benefit dependence into work. Claims can be made alongside requests for Discretionary Housing Payments if the resident is in receipt of Housing Benefit, or as a stand-alone claim.

5.2.2 Spend against budget

The following table shows a breakdown of awards

Number of applications	Number paid	Amount paid
382	29	£8,500

Within appendix five there are some real examples of payments made to residents from this scheme.

5.3 Welfare Provision Scheme.

5.3.1 Background

The Council's Welfare Provision Scheme has been operational since 2 April 2013. The new scheme replaced the DWP's Community Care Grant scheme and Crisis Loan Schemes that were abolished at the end of March 2013.

The Council's scheme was set up and agreed with the intention that it would be reviewed as take up, impact and resident reaction was monitored and evaluated and to take into account funding levels agreed by government (specific funding was only provided for two years, 2013/14 and 2014/15. From 2015/16 the government does not provide any specific grant to fund this activity and state that this is included as

part of the Council's overall grant funding. Although not required by law to do so, the Council has continued to provide a scheme from Council resources.

5.3.2 Purpose and objectives of the Council's WPS Scheme

The Council will provide financial support in the form of grants to Manchester residents who are suffering financial hardship and:

- Have been subject to an emergency or disaster situation, and are at the point of crisis; or
- Have had to move home due to fear of violence, significant health or care needs or as a result of an emergency or disaster, or as part of a supported or emergency rehousing, and their previous furniture is no longer available; or
- Need additional furniture or equipment to enable them to stay within their current home and maintain independent living; or
- Are in a specific vulnerable group and are in extreme fuel poverty in that they are unable to afford immediate heating costs during the winter months or have been dis-connected.

The Council will also provide support to residents moving into work but who remain on a low income with the provision of a grant to assist with public transport costs for the first month of employment.

The objectives of the Welfare Provision Scheme are to:

- Support Manchester residents who are vulnerable with their immediate hardship needs, enabling them to live an independent life and to complement (but not replace) other specialist care support provided by the Council;
- Prevent short term, exceptional hardship following a crisis or emergency;
- Prevent homelessness;
- Keep families together;
- Support people to live independently in their own home;
- Encourage and facilitate people to return to work whenever possible;
- Help to alleviate debt and encourage better money management;
- Help those who are trying to help themselves;
- Help people through personal crises and unforeseeable events; and
- Reduce benefit dependency where possible.

5.3.3 Scheme Budget and spend

The following table shows the budget and spend to date against this scheme. Money unspent in earlier years (2013/14 and 2014/15) was used to fund the ongoing scheme and admin costs.

Funding / Year	2013/14	2014/15	2015/16	2016/17	2017/18
Scheme Budget	£2,721,885	£2,721,885	£500,000	£500,000	£500,000
Amount Spent	£1,300,000	£2,080,000	£392,232	£466,039 ¹	£448,597

¹ Includes the £96k grant awarded to the 32 Manchester Wards as part of the Food Poverty Scheme

The amount spent on grants and awards during 2017/18 increased by around £78,000 compared to last year (last year's budget was able to fund the full £96,000 of food bank funding).

This year the under spend of £50,000 went towards the food poverty scheme.

5.3.4 Grant details

The Welfare Provision Scheme offers support to residents accessing the scheme in the form of grants to provide the following:

- Re-housing and resettlement support – Provision of minimum essential furniture items. In most cases this will be limited to the provision of beds (or cot), bedding and linen packs, cooker/microwave, fridge/freezer and kitchen starter pack. In some cases (where health or family circumstances require) the Council will consider the additional provision of a washing machine.
(A maximum of 1 award per tenancy over a rolling 3 year period); or
- Support to stay within their home – provision of essential furniture or equipment items;
(A maximum of 1 award per tenancy over a rolling 3 year period); or
- Immediate response to severe fuel poverty – a cash grant of up to £49 that is used to top up the resident's fuel card or utility account.
(A maximum of one award per individual over a rolling 12-month period although decisions will be based on individual circumstances and presenting need);
- Support following a crisis or emergency – a cash grant of up to £60. (A maximum of one award per individual over a rolling 12-month period although decisions will be based on individual circumstances and presenting need); or
- Travel expenses – a cash grant to support the purchase of a bus/travel pass for the first four weeks of employment.

Depending upon needs and circumstances, it may be possible for a resident to receive more than one type of support.

5.3.5 2017/18 awards

The tables below show the number of applications, approval rate and awards made by presented reason for support.

Number of Applications	Approved	Declined	Percentage Approved
3,900	1,594	2,306	41%

Reason for application	Number Approved	Value of Awards
Moving Home/Resettlement	944	£410,466
Other Reason	479	£29,932
Disaster	119	£6,401
Providing Care for Others	45	£1,489
Travel	7	£310
Total	1,594	£448,597

Further detail on the ward and demographic breakdown of awards is shown at appendix six. Appendix seven provides some real case studies of real residents in the city that have received support from this scheme in the last financial year.

In summary, of the 1,594 approved applications 352 (22%) were paid to people under the age of 25, 865 and 55% were paid to people under 35. This is probably due to increased transience and the impact on the welfare reform agenda. Only 33 awards (3%) were paid to residents over 65.

The majority of the awards, 911 (57%) were paid to residents without children.

The following table shows spend across the grant/goods description.

Goods type	Value of Grants approved
White Goods	£233,104
Beds	£121,330
Bedding	£65,520
Cash Grants	£7,830
Utilities	£19,064
Travel	£210
Furniture	£406
Total	£447,466

5.3.6 Declined requests

To be able to manage this finite budget, officers have to carefully appraise awards mindful of the scheme's purpose, eligibility criteria and objectives. All cases are considered on their own merits with officers having discretion to support anomalous situations.

The WPS team take care to avoid making payments where there is an alternative and more suitable source of support and will often refer to other agencies or other parts of the Council. This includes the DWP for households affected by benefit sanctions or the Council's No Recourse to Public Funds (NRPF) team for people or families who are not entitled to mainstream welfare benefits due to their immigration status.

5.3.7 2017/18 Processing Times

88% of applications were assessed and completed with a decision communicated to the applicant within one working day. 99.4% of applications were processed in seven working days.

5.3.8 Food poverty support

In 2017/18, the Council awarded £96,000 in small grants to organisations who work to reduce food poverty in the city. £3,000 was set aside for each of the 32 wards in the city and nominations were made by ward councillors.

In total, 66 applications were received to the value of £96,000. Some organisations received more than one award

Details of all the organisations that received funding are provided in appendix eight.

6. Welfare reform agenda and Housing Benefit administration

6.1.1 Under occupation in the social sector (aka bedroom tax)

From April 2013, Housing Benefit for council tenants and housing association tenants of working age is reduced if they are considered to have more bedrooms than they need. The use of size criteria for under occupation is widely known as “the bedroom tax” though it is a reduction of benefit rather than a tax that a bill is issued for.

When it was introduced in April 2013 there were 13,177 cases identified. At the end of March 2018 the figure stood at 6,842.

The following table shows the numbers of households affected over the course of the 2014/15, 2015/16, 2016/17 and 2017/18 financial years, the financial impact and the number of affected households that have received some Discretionary Housing Payments.

2017/18	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	6,007	5,883	5,709	5,438
Cases with reduction for two or more spare bedrooms	1,527	1,478	1,446	1,404
All cases affected	7,534	7,361	7,155	6,842
Average reduction	£14.14	£14.13	£14.15	£14.18
Cases with DHP	852	922	910	798
2016/17	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	6,712	6,537	6,288	6,162
Cases with reduction for two or more spare bedrooms	1,634	1,603	1,548	1,565
All cases affected	8,346	8,140	7,836	7,727
Average reduction	£14.19	£14.21	£14.22	£14.26
Cases with DHP	1,194	1,112	1,016	1,018
2015/16	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	7,424	7,215	6,939	6,862
Cases with reduction for two or more spare bedrooms	1,799	1,719	1,690	1,665
All cases affected	9,223	8,934	8,629	8,527
Average reduction	£14.22	£14.23	£14.29	£14.29
Cases with DHP	1,119	1,215	1,273	1,321

2014/15	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	8,201	8,056	7,783	7,624
Cases with reduction for two or more spare bedrooms	2,015	1,983	1,939	1,866
All cases affected	10,216	10,039	9,721	9,490
Average reduction p/w	£13.91	£13.94	£13.98	£13.96
Cases with DHP	2,103	1,752	1,699	1,691

The continuing reduction in the number of cases affected is believed to reflect a combination of people moving to smaller social landlord properties including mutual exchanges and home swaps and to a lesser extent moving to private rented accommodation in conjunction with a decline in the caseload as more people find work. Further information is attached at appendix nine and ten, this provides detail of the split across landlord and tenure types by reduction type and where DHP has been awarded.

6.2 Benefit Cap

6.2.1 Benefit Cap

From summer 2013, Housing Benefit for some tenants of working age (those claiming out of work benefits as opposed to in work benefits) was reduced if their total income from DWP means-tested benefits, HMRC tax credits and Housing Benefit was more than £500 a week (£350 for single people without children). The benefit cap was first introduced in Manchester across August and September 2013 with a total of 343 cases identified. By the middle of 2016 the number of cases capped had fallen to 242 with an average reduction in Housing Benefit of £59.83 a week. Of the 242 affected households 40 were receiving Discretionary Housing Payments to support the financial shortfall.

From 7 November 2016 the benefit cap was further extended. The maximum amount a household can receive in income on certain out of work benefits was reduced from the previous £26,000 for couples and lone parents and £18,200 for singles, to £20,000 for couples and lone parents and £13,400 for singles (outside Greater London) but there was a new exemption for carers. These changes were applied immediately to those already capped, reducing the number affected to 186 but increasing their average loss to £121.88 a week then rolled out to new cases (in other words those with income below the previous higher cap level) in January 2017. The initial impact is included in the tables above. The average weekly loss for all cases was £63.63.

This has meant a further cut in the amount of benefits for these residents. By the end of March 2017, a significant proportion of those newly affected had been awarded Discretionary Housing Payment but with considerable potential for more awards. By the end of the first quarter of 2017/18, the proportion with an award of Discretionary Housing Payment had increased to 34.3%. The number capped and the proportion of these who receive DHP had both reduced a little by the end of the 2017/18 year.

Further information is attached at appendix eleven, this provides detail of the split across ward and tenure types and where DHP is in payment.

The following table shows the numbers of households affected and associated DHP awards. The changes in DHP represents the time limited nature of some of the awards and the transience of the caseload. It also shows the impact of the autumn 2016 benefit cap on Manchester residents.

Date	Cases capped	Average weekly reduction	Number with DHP
March 2018	872	£63.10	244
December 2017	875	£61.65	219
September 2017	938	£60.90	206
June 2017	975	£61.00	334
March 2017	938	£63.63	297
December 2016	186	£121.88	98
September 2016	242	£59.83	40
June 2016	252	£59.33	34
March 2016	253	£57.87	38
December 2015	249	£56.36	42
September 2015	274	£54.91	55
June 2015	265	£58.14	40
March 2015	266	£55.04	70
December 2014	291	£56.09	59
September 2014	296	£60.86	116
June 2014	347	£66.07	89
March 2014	319	£60.08	184
December 2013	340	£62.30	175
September 2013	294	£65.89	157

This table shows the 872 affected households by tenure type and the percentage of these households within the tenure type that are receiving DHP payments. Figures for 12 months previously are shown in brackets for comparison

Tenure	No DHP	DHP	All cases	% on DHP
Council	64 (66)	19 (33)	83 (24)	22.9% (33.3%)
Temp acc	45 (66)	141 (30)	186 (15)	75.8% (31.3%)
Private	295 (293)	49 (136)	344 (116)	14.2% (31.7%)
RSL	224 (216)	35 (98)	259 (98)	13.5% (31.2%)
All	628 (641)	244 (297)	872 (253)	28.0% (31.7%)

6.2.2 Potential changes to the benefit cap

In June 2017 a judicial review found that the benefit cap legislation was unlawful in relation to its application to people with children under 2 years old. The Department for Work and Pensions announced plans to appeal this decision. At the moment, people with children under 2 years old remain subject to the benefit cap but this may change in the future.

6.3 Transfer to Universal Credit

Universal Credit (UC) 'live service' was introduced incrementally across Jobcentres in Manchester from 22 September 2014 with the roll out completed by December 2014. Single people, couples and families were all included but only for new claims.

The DWP planned to roll out UC digital 'full service' across Manchester between October 2017 and May 2018 but this was rescheduled and was completed by late July 2018. UC full service' applies to all new working age claims for most benefits. Current working age HB claims are not affected by this and will be picked up in a later and yet to be confirmed process.

The main migration to Universal Credit is now expected to be substantially complete by 2023 (originally 2017). Housing Benefit for the elderly and for people in exempt accommodation will remain in place for the foreseeable future. Future developments will need managing carefully to ensure necessary levels of resources are kept during a lengthy transitional period.

The move to Universal Credit will have a significant impact on Council Tax recovery. The main issue is that any housing costs are paid as part of the UC award and any financial help towards Council Tax now has to be claimed as a separate claim from the Council. Unfortunately, some residents receiving Universal Credit are not claiming Council Tax Support (CTS). A shortened CTS online claim form has been introduced and texts and emails are being used to remind residents in receipt of UC to ensure that they make their claim for Council Tax Support with the Council. Further options for simplifying the CTS claim process for people on UC are being explored.

In addition, although housing costs are included within the UC award, those residents requesting additional discretionary support are still directed to the Council's DHP scheme and responsibility for discretionary support for these cases is maintained by the Council.

A further significant issue is that many residents still contact the Council and local members in respect of queries with sanctions, delays and housing costs. Unfortunately, the Council is no longer able to respond to these enquiries as the data and claim details are no longer held by the Council.

6.4 Changes to Temporary Accommodation and Supported Accommodation Funding

In April 2017 the funding framework for Temporary Accommodation (bed and breakfast / short-stay) changed with the removal of the £60 management fee that previously applied. The Ministry for Housing Communities and Local Government (MHCLG) has replaced the management fee funding with the Flexible Homeless Support Grant (FHSG) which was intended to enable councils to cover the shortfall. Manchester received £1.135m. This has resulted in subsidy shortfall of £1.93m. The shortfall was due to the point at which the MHCLG measured the level of temporary accommodation in Manchester. The Council had just begun to increase the use of temporary supported accommodation (included in the numbers) and reduce the use of bed and breakfast accommodation (not included in the numbers). The Council has

lobbied government with a view to addressing this shortfall but received a disappointing response. The level of FHSG for 2018/19 is £1.271m and for 2019/20 is £2.104m. This shows that there will be an ongoing and significant budget pressure in 2018/19 reducing to some extent the following year that has had to be mitigated by the Council.

During 2017/18 a proportion of the DWP Discretionary Housing Payments budget including the additional injection of £383,724 from the Council was used to help reduce the impact on residents and subsequent budget shortfall.

6.5 Fraud and Error Initiatives

The DWP notified councils in March 2017 that they were ending the Fraud and Error Incentive Scheme (FERIS) and replacing it with the Right Benefit Initiative (RBI). The Benefits Service received £203,786 to deliver the required DWP outcomes for RBI. There were no incentive payments on top of this funding.

The DWP set an expectation that Manchester's Benefits Service process 13,452 RBI cases in the year to meet their funding requirements. A total of 14,111 cases were processed. The work completed equated to five FTE Benefit Officers.

7. Other achievements and activity during 2017/18

7.1 Council Tax exemption for care leavers

At the Executive on 27 July 2017, the Council agreed to grant a local Council Tax discount to provide a discount to care leavers up until the age of 21.

7.2 Securing the Benefits Gateway

In December 2015 the Council received a fraud alert from the DWP. 172 potential organised fraud cases were identified in 2017/18. A total of 489 have been identified since the alert was first issued.

At the end of March 2018 out of the total of 489 cases: 250 cases had been refused, with 53 appeals received against these decisions; 115 cases paid; 124 cases in progress.

The number of cases identified is expected to reduce during 2018/19 as the roll out of UC full service for new claims completes in July.

8. 2018/19 activity, changes and performance targets

8.1 Performance Targets

The 2018/19 headline performance indicators are to:

- Collect 93.5% of the current year's Council Tax.
- Collect £7.3 million of Council Tax due from previous years.
- Process new benefit claims within 25 days, process changes of circumstance

within 11 days and maintain accuracy levels at around 99%.

- Collect 97% of the Business Rates within the financial year.

There will be detailed service specific, performance and customer service targets that support these objectives and these will be reported quarterly to the City Treasurer and Executive Member for Finance

8.2 Changes to Council Tax Support

During 2018/19 the Council Tax Support Scheme will need to be reviewed for working age residents in receipt of Universal Credit. This will require sign off via the Council's democratic process after a thorough consultation exercise.

This has now been produced and is included elsewhere within this RAGOS meeting agenda.

8.3 Extension of support to care leavers

During 2018/19 we will review the current offer in terms of support for care leavers with the proposal being to extend the Council Tax discount to include care leavers up to 25. Other discretionary schemes including Welfare Provision, Discretionary Housing Payments and the Discretionary Council tax payment Scheme will also recognise care leavers up until the age of 25.

These changes were made in August 2018.

8.4 Changes to the Council Tax Long Term Empty Premium

In July 2018, Communities Secretary James Brokenshire announced increases in the Council Tax long term empty premium charged on empty properties to further encourage owners to bring them back in to use. Currently, we are allowed to charge an additional premium of 50% on any property that has been empty and unfurnished for more than two years (meaning the owner pays 150% of the usual Council Tax).

Councils will be able to:

- Double the Council Tax payable for properties left unoccupied and unfurnished for more than two years from 1 April 2019. This part is already law.
- Triple the Council Tax on those properties left unoccupied and unfurnished for more than 5 years from 1 April 2020
- Quadruple the Council Tax payable for properties left unoccupied and unfurnished for more than ten years from 1 April 2021.

The service will respond to these changes including updating any policy documents through the committee process.

8.5 Increasing Council Tax and Housing Benefit Overpayment recovery through information sharing

From April 2018, the Housing Benefits Overpayment Recovery team have been receiving employer details for people with outstanding overpayments from HMRC (via DWP). This allows the team to apply for attachments of earnings from those employers and is expected to significantly increase overpayment recovery levels as well as avoiding the requirement to use external debt recovery services.

The Corporate Revenues Manager is currently working with HMRC, MHCLG and some other council's to instigate a trial of a similar arrangement for Council Tax recovery. If feasible, this is expected to take place early next year.

8.6 Fraud and Error Initiatives

The DWP notified councils in February that they were ending the Right Benefit Initiative (RBI) after one year and introducing the Verify Earnings and Pensions Service (VEPS) as a new approach to reducing fraud and error within the Benefits caseload. The Benefits Service has received £224,151 to deliver the required DWP outcomes for VEPS in 2018/19. There are no incentive payments on top of this funding. The DWP have not specified a target number of cases the Benefits Service is required to process to meet VEPS requirements however the system is more complex to administer than RBI. We estimate that VEPS work will equate to at least five FTE Benefit Officers.

8.7 Transition to Universal Credit

The DWP continue to make adjustments to the administration of UC that have a direct impact on the Benefits Service. In 2018/19 they have introduced the following key changes:

- From 11 April 2018 a two week transitional payment of Housing Benefit must be made when the Council is notified that a person who was claiming Housing Benefit has made a new claim for Universal Credit.
- From 11 April 2018 people living in Temporary Accommodation must claim Housing Benefit for their housing costs
- The roll out of UC full service for new claims completed on 25 July 2018 when Cheetham Hill and Wythenshawe Job Centres went live

9. Conclusions

The overall outturn in respect of key performance indicators during the 2017/18 financial year across all areas of Revenues and Benefits has been broadly positive and has generally maintained standards. Cash collection and income maximisation was positive with over £500m collected across the service areas, of which there was an additional £16.9m collected compared to 2016/17 total cash received.

There was continued positive performance in all areas of discretionary activity, including locally managed budgets intended to support Manchester's businesses and

most vulnerable households whilst supporting the Council's objectives, vision and values.

Appendix 1

Deprivation comparisons at Ward Level

The Indices of Deprivation (IMD) are calculated by the Department for Communities and Local Government every 4-5 years. The most recent release was in 2015. It is important to note that these statistics are a measure of relative deprivation, not affluence, and to recognise that not every person in a highly deprived area will themselves be deprived and vice versa.

The indices are based on 37 different indicators across a range of themes including income, employment, health, skills, education, crime and access to housing. This is used to derive an overall measure of multiple deprivation experienced by people living in a neighbourhood relative to that of other areas. The higher the score, the greater the level of deprivation.

Note that the data is aggregated up from Neighbourhood level data, and in several wards such as Hulme, Cheetham there are varying degrees of deprivation. The average scores nevertheless provide a comparison between wards to put revenue collection and benefit take-up into local context.

Ward	Average Scores		Total Deprivation Score
	Deprivation Affecting Older People	Deprivation Affecting Children and Young People	
Ancoats & Clayton	0.46	0.50	50.59
Ardwick	0.59	0.41	46.21
Baguley	0.34	0.35	47.21
Bradford	0.46	0.42	52.05
Brooklands	0.28	0.27	32.98
Burnage	0.34	0.31	37.89
Charlestown	0.35	0.40	49.29
Cheetham	0.56	0.35	44.57
Chorlton	0.25	0.08	17.86
Chorlton Park	0.32	0.26	30.45
City Centre	0.49	0.09	26.24
Crumpsall	0.36	0.27	42.48
Didsbury East	0.16	0.09	15.89
Didsbury West	0.20	0.08	15.63
Fallowfield	0.43	0.34	35.36
Gorton North	0.35	0.37	51.65
Gorton South	0.38	0.35	47.27
Harpurhey	0.40	0.48	61.00
Higher Blackley	0.34	0.40	47.54
Hulme	0.59	0.41	34.39
Levenshulme	0.31	0.23	31.65
Longsight	0.56	0.30	43.43
Miles Platting & Newton Heath	0.38	0.47	63.06
Moss Side	0.56	0.49	50.38
Moston	0.22	0.35	36.40
Northenden	0.30	0.37	43.50
Old Moat	0.37	0.37	34.75
Rusholme	0.51	0.33	37.81
Sharston	0.36	0.38	48.32
Whalley Range	0.34	0.19	30.00
Withington	0.31	0.23	24.03
Woodhouse Park	0.37	0.39	49.65

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Appendix 2- Council Tax - number of properties by ward and band (March 2018)

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
Ancoats and Clayton	5,222	1,249	2,088	1,556	243	58	4		10,420
Ardwick	5,740	1,574	556	70	31	4	8	4	7,987
Baguley	5,100	801	589	196	84	34	2	2	6,808
Bradford	4,779	1,996	1,694	263	27	2	1		8,762
Brooklands	3,285	1,569	871	559	257	73	32		6,646
Burnage	3,846	583	1,425	108	18	1		1	5,982
City Centre	1,531	950	2,453	3,657	1,669	506	128	31	10,925
Chorlton	1,466	1,983	1,935	475	319	45	18	1	6,242
Charlestown	4,937	1,171	435	223	24	1	3		6,794
Chorlton Park	3,244	1,128	1,476	708	377	98	33	2	7,066
Crumpsall	4,304	1,708	835	229	51	13	11	3	7,154
Cheetham	5,684	1,457	853	985	91	6	6	1	9,083
Didsbury East	1,025	587	2,432	1,217	294	297	192	4	6,048
Didsbury West	1,734	1,187	1,071	1,096	555	533	291	15	6,482
Fallowfield	3,031	717	706	426	81	15	8	10	4,994
Gorton North	6,289	1,175	110	27	10	1	3	1	7,616
Gorton South	6,918	1,042	390	12	9	1	1		8,373
Harpurhey	7,144	1,085	199	34	15	2	1	2	8,482
Higher Blackley	4,895	941	534	147	38	13	4	2	6,574
Hulme	4,380	2,093	1,458	645	228	35	26	3	8,868
Levenshulme	2,612	1,426	1,623	151	53	8	2		5,875
Longsight	3,802	1,443	386	28	7	5	1	1	5,673
Miles Platting & Newton Heath	6,374	723	254	30	12	2	5	1	7,401
Moston	3,716	1,906	932	104	28	2	1	1	6,690
Moss Side	6,639	1,083	379	79	51				8,231
Northenden	3,519	1,426	1,179	347	173	102	13		6,759
Old Moat	3,188	868	1,012	525	114	30	5	3	5,745
Rusholme	3,126	593	741	244	53	66	4	8	4,835
Sharston	4,886	1,252	715	342	107	10		2	7,314
Woodhouse Park	5,374	906	113	92	37	11	15	3	6,551
Whalley Range	3,083	1,094	1,475	751	184	44	18	2	6,651
Withington	1,511	1,309	1,865	277	259	41	5		5,267
Total	132,384	39,025	32,784	15,603	5,499	2,059	841	103	228,298

Appendix 3 – Council Tax Support data by ward and claimant
Table one: Working age claimants at 31/03/18 by ward and band

Ward	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Total
Ancoats & Clayton	1,200	58	35	14	1			1,308
Ardwick	1,311	149	47	6				1,513
Baguley	1,186	66	15	10	1	1		1,279
Bradford	1,284	243	56	12	2			1,597
Brooklands	788	129	21	11	4	1		954
Burnage	936	50	101	8	1			1,096
Charlestown	1,252	77	29	19	1			1,378
Cheetham	1,524	309	102	11	3			1,949
Chorlton	156	68	40	8				272
Chorlton Park	652	53	33	11	3		1	753
City Centre	63	42	16	12	4	2	1	140
Crumpsall	1,046	257	110	23				1,436
Didsbury East	181	43	63	13		1		301
Didsbury West	163	49	29	13	2	3		259
Fallowfield	712	90	27	16	7	1		853
Gorton North	1,579	149	17	2				1,747
Gorton South	1,666	149	34		1			1,850
Harpurhey	2,154	153	11	5				2,323
Higher Blackley	1,180	87	34	4	2			1,307
Hulme	1,068	149	21	4				1,242
Levenshulme	490	118	90	8	4	1		711
Longsight	947	193	66		2			1,208
Miles Platting And Newton Heath	1,760	81	13	2	1			1,857
Moss Side	1,682	117	27	4				1,830
Moston	833	91	29	2				955
Northenden	946	147	31	14	4	1		1,143
Old Moat	733	64	70	8	2			877
Rusholme	792	46	57	6	1	1		903
Sharston	1,381	81	32	12	9	1		1,516
Whalley Range	632	129	110	28	6	2		907
Withington	280	63	99	2	6			450
Woodhouse Park	1,244	103	10	4				1,361
Total	31,821	3,603	1,475	292	67	15	2	37,275

Appendix 3 – Council Tax Support data by ward and claimant
Table two: Elderly claimants at 31/03/18 by ward and band

Ward	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Total
Ancoats & Clayton	683	24	4	2				713
Ardwick	553	47	18	2	1			621
Baguley	638	28	23	16	2	1		708
Bradford	594	116	17	6				733
Brooklands	411	101	37	18	8	1		576
Burnage	449	60	73	5				587
Charlestown	600	62	12	6				680
Cheetham	578	98	23	8				707
Chorlton	136	71	91	18	7	1		324
Chorlton Park	355	50	37	13	5			460
City Centre	30	77	34	7	5			153
Crumpsall	411	116	44	18	1			590
Didsbury East	115	36	86	25	3	2		267
Didsbury West	112	72	32	23	4	5	1	249
Fallowfield	394	12	11	27	9	1		454
Gorton North	611	62	6					679
Gorton South	622	35	15	2	2			676
Harpurhey	776	40	3	1				820
Higher Blackley	625	92	29	7	1			754
Hulme	382	44	6					432
Levenshulme	180	63	98	5	3	1		350
Longsight	369	138	24	1				532
Miles Platting And Newton Heath	795	37	8	2				842
Moss Side	723	35	7					765
Moston	373	92	43	5				513
Northenden	458	94	35	20	5	5		617
Old Moat	359	36	37	6	1			439
Rusholme	345	23	64	6	4	1		443
Sharston	613	86	27	15	1			742
Whalley Range	181	45	91	40	13	3		373
Withington	163	45	91	7	4			310
Woodhouse Park	689	26	8	2	3	1		729
Total	14,323	1,963	1,134	313	82	22	1	17,838

Appendix 4 - Discretionary Housing Payments by tenure type and ward

The following table provides an analysis of awards for 2017/18 rather than spend in that year. Some of the amount analysed won't have been paid out till April 2018 and the 2017/18 spend will also include a significant amount paid retrospectively for 2016/17.

Ward name	Council	Private	RSL	Total
Ancoats And Clayton	£9,349.32	£33,236.98	£38,247.49	£80,833.78
Ardwick	£15,024.04	£12,747.02	£55,931.11	£83,702.17
Baguley		£19,593.69	£69,821.12	£89,414.81
Bradford	£646.57	£49,429.72	£61,622.41	£111,698.70
Brooklands		£5,273.82	£40,678.94	£45,952.76
Burnage		£12,079.40	£41,947.88	£54,027.28
Charlestown	£46,754.44	£15,404.74	£1,640.28	£63,799.46
Cheetham	£20,102.18	£60,570.15	£20,596.99	£101,269.32
Chorlton		£2,287.45	£2,449.22	£4,736.67
Chorlton Park		£4,554.47	£27,843.37	£32,397.84
City Centre		£1,678.43	£1,103.24	£2,781.67
Crumpsall	£138.88	£44,064.64	£14,274.39	£58,477.92
Didsbury East		£5,563.12	£6,151.91	£11,715.03
Didsbury West		£6,504.69	£6,972.45	£13,477.14
Fallowfield		£6,809.66	£30,636.81	£37,446.47
Gorton North		£116,972.35	£29,644.87	£146,617.23
Gorton South	£278.46	£118,388.12	£54,579.65	£173,246.23
Harpurhey	£40,719.59	£201,480.71	£12,748.38	£254,948.67
Higher Blackley	£45,345.91	£46,566.03	£4,161.27	£96,073.21
Hulme		£7,535.68	£48,084.10	£55,619.78
Levenshulme		£25,142.33	£5,930.55	£31,072.87
Longsight		£64,363.90	£36,677.88	£101,041.78
Miles Platting And Newton Heath	£52,845.76	£61,220.26	£10,491.29	£124,557.31
Moss Side		£74,002.07	£66,778.25	£140,780.31
Moston	£18,002.01	£106,648.98	£2,540.80	£127,191.79
Northenden		£12,890.61	£72,695.06	£85,585.67
Old Moat		£23,895.80	£26,218.75	£50,114.55
Out Of Manchester		£226,821.23	£3,838.72	£230,659.96
Rusholme		£7,759.24	£13,585.85	£21,345.09
Sharston		£22,606.92	£81,219.87	£103,826.79
Whalley Range		£20,287.07	£10,723.81	£31,010.87
Withington		£17,441.15	£11,618.61	£29,059.76
Woodhouse Park		£16,458.23	£64,693.27	£81,151.50
Grand Total	£249,207.15	£1,450,278.65	£976,148.59	£2,675,634.39

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Appendix 5 – 2017/18 DHP and DCTPS examples

2017/18 Discretionary Housing Payment case studies

Examples of support that has been provided includes (real examples, names have been changed)

Help with moving home

Mary is in her forties and lives with her four children, three are grown up and one is still at school. One of her grown up daughters has health issues and is unable to work. Mary provides her daughter with some care but this limits her employment opportunities. Mary's landlord issued her with an eviction notice as he wanted to sell the property. We provided a Discretionary Housing Payment to cover the deposit for a new property. The only property Mary had been able to find for her family was more expensive than her old home. We provided an ongoing Discretionary Housing Payment for 12 months to help with the shortfall caused by the cost of the new home. At the same time as moving home one of Mary's sons was able to find a job but it was low paid. We awarded ongoing Discretionary Housing Payment towards the deduction from Mary's Housing Benefit in respect of her son's new job.

Help with under occupation deduction

Samira lives with her two children. She was in receipt of Housing Benefit but has now moved on to Universal Credit. She rents her home from a Registered Provider. Her home is too large for her so she is affected by the under occupation deduction. This means that the amount she gets in her Universal Credit towards her housing costs is reduced by 14% of her rent. She has attempted to keep up with this in the past but her arrears eventually built up to nearly £900. We agreed to award Discretionary Housing Payment from April 2018 to cover this deduction on an ongoing basis. Samira has an agreement with her landlord to make regular payments towards the arrears. If Samira is able to keep up with these regular payments we have offered to pay £200 off the arrears in October and to make a similar payment again in March 2019.

Louisa is a 22 year old care leaver who rents a home from a Registered Provider. When she moved in to the home she was working and was able to pay the rent herself. Unfortunately Louisa had some health issues and she lost her job. Because her home is classed as too large for her, her Housing Benefit is reduced by 25%. She has realised that she needs to register with Manchester Move to find a one bedroom flat. We have agreed to award Louisa Discretionary Housing Payments to cover her arrears plus her ongoing shortfall while she works with her landlord to find a smaller home.

Help with arrears and ongoing budgeting

Lee lives with his 11 year old son. He is working part time and receives some help from Housing Benefit towards rent. His earnings often change and this causes changes in his Housing Benefit and Tax Credit awards. He has had problems budgeting and keeping up with his rent payments. We agreed to award Discretionary Housing Payments of £950 to clear his rent arrears and made an ongoing weekly award of £40 for 6 months while he tries to increase his hours at work and improve his financial situation.

Help with the Benefit Cap

Ruth has four children, the youngest is 2 years old. Ruth rents her home from a registered provider. Her Housing Benefit has been reduced due to the Benefit Cap for 18 months. Ruth has received DHP since she was capped to help her manage to pay her rent and adjust her budget. She is doing voluntary work and has registered her youngest child on a waiting list for free childcare. She is doing this in the hope of being able to get part time paid work soon. We agreed to award Discretionary Housing Payments of £30 for a further eight months while Ruth prepares to move in to work.

2017/18 Discretionary Council Tax Payment Scheme
Examples of support offered by the Council's scheme

Tracey is 50 and has two daughters under 16. Her husband died in 2015. She had a brain tumour in 1993 which left her with back problems and she suffers from ME and memory problems. Her daughters help with her care. She is a homeowner so has a mortgage to pay. Her only income is from state benefits. She is trying to get herself back into education to be able to get back to work. Although Tracey did not have debts and had kept her Council Tax payments up to date, she had been struggling with day to day living and had been using food banks. Tracey was awarded £76.94 which cleared her 2017/18 bill. Her 2018/19 bill is up to date.

Sarah is 43 years of age and was diagnosed in 2005 with a low grade glioma which transformed to a high grade lesion in 2011. Since then Sarah's condition has worsened.. This has had a major impact on her quality of life and, due to seizures, meant she cannot drive or live independently. Her consultant gave her prognosis in 2012 that she would live around 5-7 years. Sarah is currently in a local community hospital in Scotland to be close to where her parents live and will remain there for the remainder of her life. We awarded £995.71 in DCTP and the family have assured that they will pay any outstanding balances once her property in Manchester is sold.

Appendix 6 - 1 of 2**Additional data on the Welfare Provision Scheme (1/4/17 to 31/3/18)****Awards****Age/Gender Statistics**

Age Range	Female	Male	Total	% of Total
0-15	0	0	0	0%
16-24	236	116	352	22%
25-34	314	199	513	32%
35-44	192	169	361	23%
45-54	95	148	243	15%
55-64	33	57	90	6%
65-74	5	20	25	2%
75-84	4	4	8	1%
85+	2	0	2	0%
Total	881	713	1594	

Family Make-up Statistics

Number of Children	Female	Male	Total	% of total
0	298	613	911	57%
1	273	43	316	20%
2	175	23	198	12%
3	71	21	92	6%
4	50	7	57	4%
5	12	3	15	1%
6	2	3	5	0%
7	0	0	0	0%
8	0	0	0	0%
9	0	0	0	0%
10	0	0	0	0%
Total	881	713	1594	

Appendix 6 – 2 of 2**Welfare Provision Scheme spend and approved application by ward**

Ward	Volumes of approved	Spend
Ancoats and Clayton	43	£16,456
Ardwick	75	£21,502
Baguley	50	£11,361
Bradford	94	£26,228
Brooklands	56	£14,519
Burnage	29	£12,067
Charlestown	95	£31,748
Cheetham	53	£14,136
Chorlton	41	£3,433
Chorlton Park	17	£5,692
City Centre	6	£567
Crumpsall	38	£8,104
Didsbury East	7	£1,762
Didsbury West	3	£1,007
Fallowfield	21	£7,600
Gorton North	103	£29,862
Gorton South	83	£25,773
Harpurhey	138	£33,942
Higher Blackley	44	£14,756
Hulme	38	£10,843
Levenshulme	15	£3,031
Longsight	34	£11,473
Miles Platting and Newton Heath	109	£32,287
Moss Side	61	£23,884
Moston	27	£10,048
Northenden	45	£12,767
Old Moat	32	£11,088
Rusholme	17	£2,652
Sharston	50	£14,688
Whalley Range	98	£11,183
Withington	17	£5,536
Woodhouse Park	54	£16,773

The Council received 293 applications for support from people who were not living in the city.

Appendix 7- 2017/18 Welfare Provision Scheme

Examples of Support

Examples of support that has been provided includes (real examples, names have been changed):

William (59) was a child abuse victim which resulted in permanent life altering medical conditions that resulted in very high amounts of ESA & PIP being received. Applicant was being victimised by local community who believed that he was a sexual offender as a result he never left the property or engaged with services and led a very sheltered life. Housing association performed home visit that found applicant was living without any appliances. The housing provider sourced a fridge freezer and microwave and asked WPS to provide a washing machine. We awarded a washing machine to allow independent living conditions (was unable to easily use launderette due to mobility problems, and none in local area)

Terry (60) had been using (injecting) refrigerated insulin which has caused admittance into hospital. When Terry was being discharged from hospital it was found that he had a broken fridge but was ready to be discharged. The hospital's admissions team expressed concerns about readmission if insulin was not stored correctly and the urgent need to free the hospital bed. Although WPS does not formally replace damaged or broken, goods a fridge was awarded here to aid the hospital discharge and reduced risk of readmission.

Jacky (80) was resettled via hospital from poorly maintained house into more suitable housing association bungalow. When a staff member went round to carry out some home repairs and found that applicant had no fridge or cooker as they had both stopped working. Jacky's food had long since gone off and he was still eating it. Although requested to replace broken items and aid a move between unfurnished properties, we awarded the supported resettlement a package. Award single bed and bedding pack, fridge freezer, microwave, and kitchen starter pack.

Margaret (52) applied to scheme for a fuel voucher she had significant debts and bills previously awarded a fuel voucher within last 12 months applicant was supported by mental health team and suffers severe mental health problems and stage 3 cervical cancer. We made a discretionary award of another fuel voucher due to the vulnerable nature of the applicant and to reduce risk of admission to hospital.

Kathleen (26) had rat infestation in her housing association property. She also had a mental health breakdown and attempted suicide. With support from Children's services and the housing association she was decanted to a new property. We awarded a full furniture package to Kathleen and her family (beds, white goods etc.) to ease the transition as well as a fuel voucher and assistance with further goods from Citizens Advice Bureau.

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Appendix 8 Food Poverty – 2017/18 awards

Ward	Recipients
Ancoats and Clayton	Mustard Tree £1500 , St Cross Clayton - £1,500
Ardwick	Brunswick Wellbeing Cafe - £1,000 , Coverdale and Newbank Community Association - £2,000
Baguley	Wythenshawe Food Bank - £3,000
Bradford	4CT - £1,500, Revive - £1,500
Brooklands	Wythenshawe Food Bank - £3,000
Burnage	Burnage Foodbank - £1,500, Burnage Make Lunch - £1,500
Charlestown	St John Boscoe Mother and Toddler group - £1,500, Chatterbox Project - £1,500
Cheetham	The Welcome - £1,000, The Lalley - £1,000, The Booth - £1,000
Chorlton	Reach Out to the Community - £2,000, Chorlton and Didsbury Food Bank - £1,000
Chorlton Park	Chorlton and Didsbury Foodbank - £1,000, Quids in Southway - £1,000, BMCA - £1,000
City Centre	Mustard Tree - £1,000, Street Support - £,1000, Barnabus - £1,000
Crumpsall	Rainbow Surprise - £3,000
Didsbury East	Chorlton and Didsbury Food Bank - £1,250, Fallowfield and Withington Food Bank - £1,250, Pankhurst Centre - £500
Didsbury West	Chorlton and Didsbury Food Bank - £1,500, Fallowfield and Withington Foodbank - £1,500
Fallowfield	Fallowfield and Withington Foodbank - £,3000
Gorton North	Rainbow Haven - £1,000, Oasis - £1,000, Gorton Community Grocers - £1,000
Gorton South	Highway Hope - £1,000, Just Life (Levenshulme Inspire) - £1,000 Oasis - £1,000
Harpurhey	Christ Church - £3,000
Higher Blackley	Northwards - £1,000, St Clare's Parish - £1,000, Chatterbox Project - £1,000
Hulme	Manchester Central Foodbank (paid to Bridging the Gap) - £3,000
Levenshulme	Pankhurst Emmeline's Pantry - £1,000, Boaz Trust - £1,000, Just Life (Levenshulme Inspire) - £1,000.
Longsight	New Longsight Housing Coop - £1,000, Northmoor Community Association - £1,000, Stanley Grove Primary School - £1,000
Miles Platting & Newton Heath	CSTAR - £3,000
Moston	Miners Centre - £2,000, NEPHRA - £1,000
Moss Side	Moss Side Community Allotment - £1,000, Compassion Foodbank - £1,000, Claremont Primary School Breakfast club - £1,000
Northenden	Wythenshawe Food Bank - £3,000
Old Moat	Quids In - £1,500, Fallowfield and Withington Foodbank - £1,500
Rusholme	St Chrysostom's - £1,500, Anson Community Shop - £500, Food Cycle - £500, Manchester Central Foodbank - £500
Sharston	Wythenshawe Food Bank, £3,000

Woodhouse Park	Wythenshawe Food Bank, £3,000
Whalley Range	Bridging the Gap St Edmunds CE - £1,000, Bakarah Food Aid - £1,000, Reach Out to the Community - £1,000
Withington	Fallowfield and Withington Foodbank - £3,000

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Appendix 9 - Analysis of under occupation cases and DHP support split by landlord at March 2018

Landlord	One spare bedroom - 14% reduction			More than one spare bedroom – 25% reduction			All cases			% with DHP
	No DHP	DHP	All 14%	No DHP	DHP	All 25%	No DHP	DHP	All	
Adactus Housing Association Ltd	16	183	199	5	44	49	21	227	248	8.5%
Affinity Sutton HA	3	17	20	1	5	6	4	22	26	15.4%
Aksa Housing Association	1	7	8		8	8	1	15	16	6.3%
Anchor Housing Association		1	1					1	1	0.0%
Arawak Walton Housing Association	2	62	64		14	14	2	76	78	2.6%
Arcon Housing Association	3	26	29		5	5	3	31	34	8.8%
City South Manchester	24	284	308	13	82	95	37	366	403	9.2%
Contour Homes Ltd		25	25		4	4		29	29	0.0%
Council Tenants	148	1,075	1,223	42	311	353	190	1,386	1,576	12.1%
Eastlands Homes Partnership	61	508	569	29	153	182	90	661	751	12.0%
Equity Housing Group Ltd	1	15	16	2	2	4	3	17	20	15.0%
GM Jewish Housing Association		1	1					1	1	0.0%
Great Places (2 RFW)	1	2	3		5	5	1	7	8	12.5%
Great Places Housing Group	13	100	113	3	22	25	16	122	138	11.6%
Guinness Northern Counties (2 RFW)		8	8		3	3		11	11	0.0%
Guinness Northern Counties HA	14	200	214	5	39	44	19	239	258	7.4%
Harvest HA (Manchester & District)	4	63	67		10	10	4	73	77	5.2%
Homes For Change Ltd	1	7	8		1	1	1	8	9	11.1%
Irwell Valley Housing Association Ltd	4	27	31		2	2	4	29	33	12.1%

Johnnie Johnson Housing Association		8	8		2	2		10	10	0.0%
Mosscares Housing Association Ltd	14	177	191	2	37	39	16	214	230	7.0%
Mosscares Housing Association Ltd - 50wk	1	10	11		7	7	1	17	18	5.6%
New Longsight Housing Coop		5	5		5	5		10	10	0.0%
Parkway Green Housing Trust	93	547	640	26	116	142	119	663	782	15.2%
People First Housing Association	4	19	23		4	4	4	23	27	14.8%
Places for People (Homes & Support)	8	70	78	2	18	20	10	88	98	10.2%
Riverside (inc Eng Church & Bowlee Park)		9	9	2	2	4	2	11	13	15.4%
Sanctuary Housing Association		4	4		1	1		5	5	0.0%
Southway Housing Trust	57	469	526	20	153	173	77	622	699	11.0%
St Vincent's Housing Association		15	15	1	4	5	1	19	20	5.0%
Trinity Housing	3		3				3		3	100.0%
Turning Point		1	1					1	1	0.0%
Willow Park Housing Trust	137	880	1,017	32	160	192	169	1,040	1,209	14.0%
All	613	4,825	5,438	185	1,219	1,404	798	6,044	6,842	11.7%

Appendix 10 - Analysis of under-occupation cases and DHP support split by ward as at March 2018

Ward	14%	25%	All	14% DHP	25% DHP	All DHP	% with DHP
Ancoats And Clayton	182	75	257	17	13	30	11.7%
Ardwick	225	57	282	16	6	22	7.8%
Baguley	327	81	408	50	16	66	16.2%
Bradford	219	68	287	19	4	23	8.0%
Brooklands	240	29	269	35	4	39	14.5%
Burnage	207	58	265	27	6	33	12.5%
Charlestown	203	46	249	34	7	41	16.5%
Cheetham	188	66	254	15	6	21	8.3%
Chorlton	18	3	21	1	2	3	14.3%
Chorlton Park	130	45	175	14	9	23	13.1%
City Centre	13		13			0	0.0%
Crumpsall	73	16	89	6		6	6.7%
Didsbury East	27	7	34	6	1	7	20.6%
Didsbury West	24	5	29	1	1	2	6.9%
Fallowfield	106	38	144	15	8	23	16.0%
Gorton North	145	33	178	19	8	27	15.2%
Gorton South	191	51	242	23	9	32	13.2%
Harpurhey	252	72	324	31	9	40	12.3%
Higher Blackley	243	47	290	45	6	51	17.6%
Hulme	250	50	300	20	5	25	8.3%
Levenshulme	32	6	38	3	2	5	13.2%
Longsight	85	27	112	11	2	13	11.6%
Miles Platting And Newton Heath	269	82	351	26	10	36	10.3%
Moss Side	214	49	263	13	1	14	5.3%
Moston	107	39	146	12	5	17	11.6%
Northenden	292	82	374	38	21	59	15.8%
Old Moat	129	48	177	12	5	17	9.6%
Rusholme	68	27	95	7	4	11	11.6%
Sharston	457	79	536	66	18	84	15.7%
Whalley Range	44	12	56	3	1	4	7.1%
Withington	38	12	50	6	2	8	16.0%
Woodhouse Park	369	60	429	47	7	54	12.6%
Other	1		1			0	0.0%
All	5,368	1,370	6,738	638	198	836	12.4%

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Appendix 11 - Claimants with Housing Benefit capped by the Benefit Cap by ward and DHP, at March 2018

Ward	Social Sector			Private sector			All	
	No DHP	DHP	All	No DHP	DHP	All	Total	% on DHP
Ancoats And Clayton	6	9	15	8	7	15	30	53.3%
Ardwick	16	9	25	4	2	6	31	35.5%
Baguley	5	8	13	7	2	9	22	45.5%
Bradford	6	8	14	11	13	24	38	55.3%
Brooklands	3	7	10	2	5	7	17	70.6%
Burnage	11	6	17	3	4	7	24	41.7%
Charlestown	5	8	13	9	6	15	28	50.0%
Cheetham	10	10	20	20	22	42	62	51.6%
Chorlton Park	6	1	7	1		1	8	12.5%
Crumpsall	2	2	4	11	14	25	29	55.2%
Didsbury East				1	0	1	1	0.0%
Fallowfield	10	2	12	8	2	10	22	18.2%
Gorton North	7	3	10	22	20	42	52	44.2%
Gorton South	4	7	11	13	16	29	40	57.5%
Harpurhey	16	7	23	37	26	63	86	38.4%
Higher Blackley	8	8	16	11	7	18	34	44.1%
Hulme	6	4	10	1	2	3	13	46.2%
Levenshulme				9	3	12	12	25.0%
Longsight	4	2	6	11	8	19	25	40.0%
Miles Platting And Newton Heath	12	10	22	12	13	25	47	48.9%
Moss Side	17	17	34	12	22	34	68	57.4%
Moston	6	2	8	15	12	27	35	40.0%
Northenden	6	7	13	4	2	6	19	47.4%
Old Moat	5	4	9	4	1	5	14	35.7%
Rusholme	5	3	8	7	3	10	18	33.3%
Sharston	12	10	22	2	3	5	27	48.1%
Whalley Range	3	1	4	5	1	6	10	20.0%
Withington		1	1	2	2	4	5	60.0%
Woodhouse Park	10	6	16	4	4	8	24	41.7%
All	201	162	363	256	222	478	841	45.7%

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**Manchester City Council
Report for Resolution**

Report to: Resources and Governance Scrutiny Committee – 6 September 2018
Executive - 12 September 2018

Subject: Proposed changes to the Council Tax Support Scheme

Report of: The City Treasurer

Summary

This report proposes changes to the Council's Council Tax Support Scheme. The changes are proposed so that the scheme remains fit for purpose as working age residents in receipt of welfare benefits are moved onto Universal Credit.

The report seeks approval from members to formally consult on the proposals that change the scheme for working age residents in receipt of Universal Credit.

Recommendations

1. Scrutiny Committee is requested to consider and comment upon the contents of the report and the steps being taken to continue to deliver a Council Tax Support Scheme that is cost effective and provides optimum support to low income households within the available budget.
2. Executive is requested to:
 - i approve the proposals contained in the report and agree to the start of a formal consultation exercise to take place between 13 September and 31 October 2018; and
 - ii note that the outcome of the consultation will be reported back to Executive in December 2018.

Wards Affected: All

Manchester Strategy outcomes	Summary of the contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The proposals have been considered to ensure that they do not have a negative impact on the transition into work or maintaining employment
A highly skilled city: world class and home grown talent sustaining the city's economic success	The proposals have been considered to ensure that they do not have a negative impact on the transition into work or maintaining employment
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	N/a

A liveable and low carbon city: a destination of choice to live, visit, work	N/a
A connected city: world class infrastructure and connectivity to drive growth	N/a

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

The changes under discussion are not motivated by a requirement to reduce the cost of the scheme but are intended to make the scheme easier and more cost effective to administer and less onerous and complex for claimants. The changes are particularly difficult to cost because it is not possible to say what will happen to people moving on to Universal Credit.

Some will gain higher levels of Council Tax Support, others may lose, maybe after some transitional protection from DWP. We expect the cost of the Manchester scheme including the proposed changes to be broadly neutral, particularly given the context of falling caseloads. But there will be a need to fund additional software to support a banded scheme.

Financial Consequences – Capital

None

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Background documents (available for public inspection): None

1. Introduction

This report outlines the background, options and recommendations for delivering a local Council Tax Support scheme for the Council from April 2019.

The changes only affect working age claimants in receipt of Universal Credit. Non-working age claimants (pensioners) and those working age claimant not in receipt of Universal Credit are unaffected by the changes in this report.

It also provides details of how consultation and Equality Impact Assessments will be carried out.

2. What impact will this report have on residents?

The proposed changes are designed to make the process of claiming CTS as easy as possible for working age people claiming Universal Credit. Other elements of the Council's CTS scheme which do not apply to working age people claiming Universal Credit are already designed to make claiming and maintaining entitlement to CTS as simple as possible.

It is important to recognise that UC is not in fact 'Universal'. CTS has to be claimed separately from the Council. Current experience shows that residents claiming UC often fail to understand this requirement.

When claiming UC claimants are asked if they are liable for Council Tax and if they want to claim CTS. If they confirm that they do wish to claim CTS the DWP set a flag on their system that means the Council is notified of the claim for UC and later on notified if the UC claim is paid. We are proposing that these notifications constitute a claim for CTS. This removes the need to complete a separate claim for CTS.

This approach will limit the number of people on UC who fail to claim CTS. In turn this will limit the numbers receiving Council Tax reminders, summons and contact from the bailiff.

Unfortunately the Council will not be made aware of people claiming UC who do not tell the DWP they are liable for Council Tax or wish to claim CTS. In these cases it is more likely that they will receive Council Tax reminders and if they do not respond to these, summons and possible bailiff action.

A similar situation may arise when people who are on UC and receiving CTS have a short term break in entitlement to UC because of a change in their income. The Council will be notified that the claim for UC has ended but the UC system does not notify the Council when the claim is reinstated.

Also there are circumstances where the level of a claimant's Universal Credit award increases and makes them over-scale for Council Tax Support for a short term period and their CTS claim is ended. This action causes the DWP flag to be removed and the UC system will not notify the Council of future changes to UC. In these cases a new claim for CTS must be made when the level of the UC award drops again.

In response to these issues we propose that we amend our Council Tax Support Scheme to allow the Council to treat new CTS claims which have been made following a break in entitlement to UC or CTS of up to six months as being made on the date on which entitlement to UC resumes (or falls to a level at which CTS is payable) or six months before the day on which the claim is received, whichever is the later.

The Council Tax recovery process means that residents will have received a bill, a reminder, a summons, notice of a liability order / bailiff warning letter, second bailiff warning letter, and then multiple contacts from the bailiff within six months of their account going into arrears. This offers a number of opportunities to remind residents of the need to claim CTS. All of these documents reference CTS and where to go for help and advice.

A big change introduced by UC is that any changes in a claimant's income, however small, will be reported to the Council. Under the 2018/19 CTS Scheme this means the Council must reassess their CTS claim every time a change in income is notified. This in turn means a new Council Tax bill is issued and it may mean a new payment plan needs agreeing. Current figures suggest an average of four changes reported per UC claim each year although it could be as many as twelve changes each year for monthly fluctuating income levels.

To make the Council's CTS Scheme easier to understand and to avoid creating new Council Tax bills every time a small change in UC income is reported a new banded scheme is recommended (details are shown at section 7. of the report). This would mean that where a change in a resident's UC income fell within the same income band that their previous UC income was in, no change would be made to their CTS award. In turn no new letters or bills would be issued.

It is also recognised that DWP sanctions can cause additional financial pressures for residents. In order to mitigate this the Council's CTS Scheme maintains CTS based upon the resident's existing CTS award for the period of the sanction. This is already in place and no changes are required to maintain this approach.

3. Background

3.1 Council Tax in Manchester

Bills are sent for over 228,000 Council Tax accounts amounting to more than £225 million each year. Of this around one third of residents receive financial support in the form of Council Tax Support totalling £38.8 million annually.

The following table shows property breakdown and benefit levels split across the Council Tax bands. This was based on a snapshot position as at the end of March 2018.

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
Number of properties	132,384	39,025	32,784	15,603	5,499	2,059	840	103
Number of these that are empty	3,762	1,255	1,228	754	293	117	52	8
Number of working age households in receipt of partial Council Tax Support	5,753	978	547	89	28	4	0	0
Number of working age households in receipt of maximum Council Tax Support	26,039	2,601	924	205	42	10	2	0
<i>Working age total</i>	<i>31,792</i>	<i>3,579</i>	<i>1,471</i>	<i>294</i>	<i>70</i>	<i>14</i>	<i>2</i>	<i>0</i>
Number of non-working age (elderly) households in receipt of partial Council Tax Support	3,647	555	359	102	40	20	0	0
Number of non-working age (elderly) households in receipt of full Council Tax Support.	10,792	1,411	781	211	48	12	1	0
<i>Non-working age (elderly) total</i>	<i>14,439</i>	<i>1,966</i>	<i>1,140</i>	<i>313</i>	<i>88</i>	<i>32</i>	<i>1</i>	<i>0</i>

The current cost of the scheme based on end of March 2018 data is £38.8m. This was split £24.3m working age and £14.5m non-working age (pensioner) households.

3.2 Background to the current scheme

The localisation of Council Tax Support (CTS) was announced in the 2010 Spending Review and in April 2013 Government transferred administration and responsibility of the Council Tax Benefits (CTB) system from DWP to Local Authorities with the aim of giving councils stronger incentives to cut fraud and get people back into work.

The Council Tax Support scheme (CTS) was funded with a 10% reduced budget in 2013/14, with each authority designing and implementing a localised scheme and

holding responsibility for any shortfall or surplus in the CTS budget. To achieve savings Manchester designed a CTS scheme which required all working age claimants to contribute to their net Council Tax liability (ranging from 8.5% in 2013/14 to 17.5% in 2018/19).

In April 2014 CTS funding was rolled into Revenue Support Grant (RSG), where it has been assumed CTS has reduced year on year in line with the cuts to Manchester's Settlement Funding Assessments (SFA).

In 2018/19 notional CTS funding from Government is estimated at £23.5m, while the cost of the scheme is £38.6m, giving rise to a funding gap of £15.1m.

The table below has been produced by the Council and models the loss in funding from 2012/13 to 2018/19 due to CTS.

Manchester CTS Scheme - SFA	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000
CTB / CTS Scheme Funding	(42,310)	(37,390)	(33,983)	(28,753)	(26,530)	(24,591)	(23,501)
CTS Transition Grant	-	(997)	-	-	-	-	-
Total funding	(42,310)	(38,387)	(33,983)	(28,753)	(26,530)	(24,591)	(23,501)
<i>SFA reduction %</i>			-9.1%	-15.4%	-7.7%	-7.3%	-4.4%
Claimant Council Tax foregone	42,310	39,849	38,763	40,301	40,048	38,750	38,623
Net Loss	0	1,462	4,780	11,548	13,518	14,159	15,122

3.3 Manchester's current CTS scheme

Manchester's present scheme is based on the default provisions offered by the government in 2012 and where possible uses the DWP assessment of income and needs, minimising the need for further means-testing by the local authority.

The scheme for working age residents has been developed based on a maximum award based on the available budget and the savings that have had to be made to help the Council deliver a balanced budget.

2013/14 Scheme.

The Council received a transitional award and Council Tax Support was based on a maximum of 91.5% of the amount due meaning that all working age claimants had to pay at least 8.5% of their liability.

2014/15 to 2016/17 (3 years)

Council Tax Support was based on a maximum of 85% of the amount due meaning that all working age claimants had to pay at least 15% of their liability.

2017/18 to the present

Council Tax Support is based on a maximum of 82.5% of the amount due meaning that all working age claimants have to pay at least 17.5% of their liability.

It should be noted that non-working age residents (pensioners) are protected by government and are entitled to support for up to 100% of their Council Tax liability

4. Impact of Universal Credit

4.1 Roll out of Universal Credit in Manchester

In Manchester the roll-out of Universal Credit “full service” is now complete. Working Age claimants are generally no longer be able to make a new claim to “legacy” benefits – income-based Jobseeker’s Allowance, income-related Employment and Support Allowance and Income Support from DWP, Child Tax Credit and Working Tax Credit from HMRC and Housing Benefit from the Council; instead they need to claim Universal Credit.

With “full service” fully rolled out nationally by the end of 2018/19, existing cases on legacy benefits will be transferred to Universal Credit through a process of “managed migration”. The government is currently consulting on the detail of this process but it is possible that as early as autumn 2019, Manchester’s working age Housing Benefit claims and other legacy benefits could end, with those affected having to make a claim for Universal Credit instead.

This would leave Manchester’s Benefits Service providing Housing Benefit only for the elderly and for smaller numbers of people in specialised accommodation (though the government is also considering changes that would perhaps defer the migration of people with severe disabilities).

Residents in receipt of Universal Credit are required to make a separate claim for Council Tax Support with the Council.

4.2 Universal Credit and the impact on Council Tax Support

4.2.1 Assessing claims for Universal Credit within the current CTS framework

Universal Credit will shortly be the single mainstream provision for most working age people on low income.

Officers within the Council have been considering the impact of Universal Credit on the Council Tax Support scheme to appraise whether it is fit for purpose.

One of the key things that officers considered was how Council Tax Support should be offered for residents in receipt of Universal Credit.

Based on the current scheme and assessment model, a person on Universal Credit without earnings receives the maximum Council Tax Support, currently 82.5% of liability unless non-dependant deductions apply

For those on Universal Credit with earnings, entitlement to Council Tax Support will always be below the maximum. As earnings increase entitlement to Council Tax Support tapers off gradually. As above, non-dependant deductions may apply.

Although Universal Credit does not entirely match the detail of legacy benefits, it does make provision for people with disabilities and caring responsibilities; it makes provision for children; it helps with rent, and it provides work incentives. Where it provides a lower level of support than legacy benefits, there is a scheme of transitional protection available at the point of migration to Universal Credit under the “managed migration” process. At present there is no transitional protection for those for whom a change means they move from legacy benefits to Universal Credit by “natural migration”.

Officers concluded that it would be appropriate to align Manchester’s Council Tax Support scheme with Universal Credit, particularly if this enables the Council to draw on the assessment work carried out by DWP to minimise costs and reduce the need for claimants to provide the Council with the same information and evidence they have already provided to DWP.

4.2.2 Sanctions

Universal Credit claimants who do not comply fully with their claimant commitment may be sanctioned so that their award of UC is reduced or suspended. The Council’s Council Tax Support Scheme maintains CTS based on the existing award for the sanctioned period. This means that we do not end or suspend CTS as a result of a sanction notification.

4.2.3 Issues with aligning to Universal Credit

As part of this appraisal work, areas within the UC regime were identified as issues that should be considered by the Council. These relate to:

- Maximising take-up and continuing entitlement to Council Tax Support;
- Responding to fluctuating income details of UC that result in nugatory work and monthly changes to the assessment of the CTS claim and the Council Tax bill;
- The length of time that it can take to assess entitlement to UC by the DWP;
- The conditionality and sanctions regime within UC; and
- What constitutes a claim for Council Tax Support.

The aim of considering these issues was to ensure that:

- Any changes are within the existing budget and do not significantly increase the cost of the scheme;
- The scheme being provided maximises take-up and continuing entitlement;
- The scheme is as simple as possible for residents to understand and manage;
- The administration is as cost effective as possible; and
- The scheme does not have a negative impact on Council Tax collection.

The issues are explored in further detail below along with potential responses.

4.3 Areas for discussion

4.3.1 Avoiding frequent trivial changes

Issue

A key component of Universal Credit is its use of “real time information” supplied (generally monthly) on earnings by employers and on pensions by pension providers. This allows Universal Credit to track changing incomes.

The current Housing Benefit scheme and the Council Tax Support scheme in its application to people not on Universal Credit, provide specifically for fluctuating earnings, avoiding the need for frequent change to entitlement, but Universal Credit is recalculated monthly on the basis of the latest payroll information and details of changed entitlement are routinely fed automatically in electronic format to local authorities for reassessment of Council Tax Support cases.

The result of this is that Universal Credit can and does change frequently, even monthly, particularly for those in work. If a local authority changes Council Tax Support entitlement to reflect this, there is not just the work involved to reassess entitlement (even if this can be automated to any extent) but the cost of rebilling for Council Tax, and re-profiling of expected payments with the consequent changes to direct debits and standing orders and there are implications for ‘current year charge’ recovery work.

Local authorities are looking for ways to avoid this nugatory work. There is a range of possible approaches such as fixed term awards, ignoring changes up to a certain level or banded entitlement so that changes within agreed ranges leave entitlement at the same banded level.

Proposal to mitigate and respond to this issue

All have their drawbacks but if automated processing of notified changes can be developed adequately a banded scheme seems to offer the most prudent approach with the lowest processing burden. Entitlement would be one of a small number of percentages of liability for Council Tax based on a table of bands for income exceeding the applicable amount so that most small changes of income would leave the claimant in the same band of entitlement.

4.3.2 How Universal Credit claimants claim Council Tax SupportIssue

In the past, Manchester has offered a combined claim form for Housing Benefit, Council Tax Support and other benefits it administers and Jobcentres have taken claims for Housing Benefit and Council Tax Benefit as part of the process for claiming the DWP legacy benefits.

A claim for Universal Credit does not incorporate a claim for Council Tax Support though claimants are usually asked whether they are claiming or want to claim Council Tax Support. Those who say yes are advised to claim from the Council but their answer also initiates automated data sharing from DWP to us. Many people who claim Universal Credit do not go on to make a claim for Council Tax Support and attempts to persuade them to make a claim are often unsuccessful.

Proposal to mitigate and respond to this issue

It is proposed that we change the Council Tax Support scheme so that the Council is able to treat the initial DWP data sharing documents we receive as a claim for Council Tax Support on the basis that it is only provided where the Universal Credit claimant has told DWP that they want to claim Council Tax Support.

4.3.3 Date of claim and waiting for award

Issue

People claiming Universal Credit often face a long wait before entitlement is determined.

Proposal to mitigate and respond to this issue

That Council Tax Support is paid from the same date as the Universal Credit once entitlement to Universal Credit has been confirmed.

4.3.4 Gaps in entitlement to Universal Credit and Council Tax Support

Issue

There are circumstances where short term changes in income (typically within a one-month period) will cause people to move off and then back onto Universal Credit. In these cases the Council will be notified of the end of UC but will not be notified by the Department for Work and Pensions when the UC claim is reinstated. This means that the Council cannot prompt people to reclaim Council Tax Support. It is likely that a high proportion of people who move off and back onto Universal Credit in these circumstances will not reclaim CTS promptly.

Also there are circumstances where the level of a claimant's Universal Credit award increases and makes them over-scale for Council Tax Support for a short term period and their CTS claim is ended. In these cases a new claim for CTS must be made when the level of the UC award drops again.

Proposal to mitigate and respond to this issue

We propose that we amend our Council Tax Support Scheme to allow the Council to treat new CTS claims which have been made following a break in entitlement to UC or CTS of up to six months as being made on the date on which entitlement to UC resumes (or falls to a level at which CTS is payable) or six months before the day on which the claim is received, whichever is the later.

This approach sits in line with the Council Tax Support backdating policy that allows the Council to backdate claims for up to a maximum of six months. This is felt to be sufficient time to support people who are not immediately aware of the need to claim Council Tax Support separately from Universal Credit.

4.3.5 Notifications

Issue

At present reassessment of Council Tax Support leads to a benefit notification letter and a revised Council Tax bill. The benefit notification letter is sent even if the

support paid and the Council Tax due have not changed. This can be confusing and frustrating for residents and creates avoidable costs in postage and enquiries.

Proposal to mitigate and respond to this issue

If the Council goes ahead with a banded scheme, where reassessment does not change entitlement, it is proposed that benefit notification letters are not sent unless the change is such that it results in a different banded entitlement and a revised Council Tax bill is issued.

4.3.6 Transitional Support to people who lose some entitlement to CTS

Issue

Migration to Universal Credit means there are both gainers and losers (some with transitional protection).

Under the present scheme, some (gainers or losers overall) would receive a higher level of Council Tax Support, in particular because their Universal Credit will passport them to full Council Tax Support where rules for those not on Universal Credit mean there is a taper deduction for excess income.

Changes to the Manchester scheme, particularly to a banded approach, also involve winners and losers though the amounts involved are for the most part relatively small and can be justified by the overriding need to simplify and streamline the scheme at a point when there is no expectation of cost saving.

Proposal to mitigate and respond to this issue

It is proposed that the current scheme of discretionary Council Tax payments is extended to include transitional support for people affected by the proposed changes whose Council Tax Support is reduced by more than a set level.

5. Cost of changes

The changes under discussion are not motivated by a requirement to reduce the cost of the scheme but are particularly difficult to cost because it is not possible to say what will happen to people moving on to Universal Credit. Some will gain higher levels of Council Tax Support, others may lose, maybe after some transitional protection from DWP. We expect the impact on the cost of the Manchester scheme to be broadly neutral, particularly given the context of falling caseloads. But there will be a need to fund additional software to support a banded scheme.

6. Financial modelling and impacts of a banded scheme

Officers have explored various financial models for banded schemes that meet the scheme objectives and remain cost neutral.

The following model for a banded scheme is proposed:

For a person entitled to Universal Credit, if their income is below their applicable amount or the same as their applicable amount, their Council Tax Support will be the

standard maximum amount, currently 82.5% of liability (adjusted as appropriate for non-dependant deductions etc) as now.

For those whose income is higher than their applicable amount, their Council Tax Support will be at the level set in the table below (less any non-dependant deduction etc) according to the amount by which their income is above their applicable amount.

Excess weekly income greater than	Excess weekly income no more than	% reduction of Council Tax liability
£80.00	-	Nil
£75.00	£80.00	12%
£50.00	£75.00	30%
£25.00	£50.00	45%
£0.00	£25.00	70%
-	£0.00	82.5%

Attached as Appendix 1 is a financial model showing the financial impact of the scheme based on current awards. This shows an additional cost of circa £40,000, however this is expected to be offset by an expected caseload reduction.

Attached as Appendix two is a model showing the financial impact on household types in the city.

7. Proposals to change the scheme

That the following changes are made to the Council Tax Support Scheme from 1 April 2019 in respect of people entitled to Universal Credit.

1. A person for whom the Council receives both a New Claim Universal Credit Data Share notification from the Department for Work and Pensions and a consequent notification of entitlement to Universal Credit (a "First Payment Universal Credit Data Share Record") shall be deemed to have made a claim for a reduction under this scheme on the first day of entitlement to Universal Credit to which that notification of entitlement refers.
2. The amount of an award under this scheme for a person entitled to Universal Credit shall be
 - (a) for a person whose income is no greater than the applicable amount, at the level of the Maximum Council Tax Reduction for a person of working age as set out in paragraph 2 of the scheme;
 - (b) for a person whose income is greater than the applicable amount, at the level set out in the following table according to the band in which their excess income falls.

Excess weekly income greater than	Excess weekly income no more than	% reduction of Council Tax liability
£80.00	-	Nil
£75.00	£80.00	12%
£50.00	£75.00	30%
£25.00	£50.00	45%
£0.00	£25.00	70%
-	£0.00	82.5%

3. Where an award of a reduction under this Scheme is ended because an associated award of Universal Credit has ended or the amount of UC in payment rises to a level that ends entitlement to Council Tax Support and that award of Universal Credit is subsequently reinstated (whether at the same rate or at a different rate) or drops to a level that triggers eligibility for Council Tax Support within a period of six months, a new claim for a reduction is required. A new claim in these circumstances shall be treated as made on the date on which entitlement to Universal Credit resumed / reduced or six months before the day on which the claim is actually received, whichever is the later.
4. The Council will monitor and review the Council Tax Support Scheme to ensure that it continues to support the Council's policies. The Council Tax Support Scheme may be amended for subsequent years, but should this happen there will be further consultation. If no revised scheme is published, this scheme will continue to apply to subsequent years. However, the figures set out in the scheme in respect of applicable amounts, income and capital disregards and non-dependants deductions may still be uprated to allow for inflation. Any such uprating will take effect on 1 April each year. If the figures provided in the prescribed requirements change, the Council reserves the right to amend the figures quoted in the scheme without further consultation.
5. Where the Council receives notification from the Department for Work and Pensions of a change to Universal Credit and the changed assessment does not result in an alteration to the amount of a reduction under this scheme, the Council is not required to notify the claimant of its recording of that change.

8. Consultation

The Council has a duty to consult on its local Council Tax Support scheme. This includes the precepting authorities in Greater Manchester (the Fire and Police).

Following consultation with the precepting authorities the consultation will take place between 13 September and 31 October 2018.

The results and appraisal of the consultation responses along with the final proposals will be bought back for comment by the Resources and Governance Scrutiny Committee and for approval by the Executive in December 2018.

9. Equality Impact Assessments

The requirements of Section 149 of the Equality Act state that public bodies must have due regard to the need to:

- i. Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act.
- ii. Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- iii. Foster good relations between people who share a protected characteristic and people who do not share it.

The Council is undertaking a comprehensive Equality Impact Assessment of the proposals. The assessment will consider in detail what impact the proposals could have on the protected characteristics: age, disability, gender reassignment, pregnancy, maternity, race, religion or belief, sex and sexual orientation.

Outcomes from the consultation will be reported to the Executive in December 2018 for a decision and will be accompanied by the equality impact assessment.

10. Key Policies and Considerations

10.1 Risk Management

There is a continued risk of increased demand resulting from higher take up, or increased numbers needing assistance or existing claimants' income reducing that are the responsibility of the Council.

There is an increased risk due to the implementation of Universal Credit. This is a risk where the future demands and impact cannot be determined with any certainty so will be subject to ongoing review in developing and adapting the scheme cognisant of budget restrictions.

10.2 (c) Legal Considerations

The Council is under a duty to consult on any substantive changes to its Council Tax Support Scheme, and it is important that such consultation takes place at a time when proposals are still at a formative stage and gives sufficient reasons for any proposal to permit a person to give an informed response. Adequate time must be given for consideration and response, and the product of consultation must be conscientiously taken into account in finalising any proposals. As set out in the report it's also important that the Council carries out an Equality Impact Assessment of the proposals.

11. Recommendations

Scrutiny Committee is requested to consider and comment upon the contents of the report and the steps being taken to continue to deliver a Council Tax Support Scheme that is cost effective and provides optimum support to low income households within the available budget.

Executive is requested to;

- i Approve the proposals contained in the report and agree to the start of a formal consultation exercise to take place between 13 September and 31 October 2018.
- ii Note that the outcome of the consultation will be reported back to Executive in December 2018.

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Appendix 1

Financial model showing the financial impact of the scheme based on current awards.

Non-UC cases - banded scheme		Gain	Loss	No change	All
Nil band	Cases		93	1	94
	Average loss/gain		2.42	0.00	2.40
	Highest loss/gain		13.45	0.00	13.45
12% band	Cases	69	34		103
	Average loss/gain	1.38	2.43		-0.12
	Highest loss/gain	1.87	6.07		6.07
30% band	Cases	951	228	3	1,182
	Average loss/gain	2.30	1.30	0.00	-1.60
	Highest loss/gain	4.86	8.07	0.00	8.07
45% band	Cases	1,431	702	1	2,134
	Average loss/gain	1.86	1.40	0.00	-0.79
	Highest loss/gain	4.55	10.60	0.00	10.60
70% band	Cases	914	648	2	1,564
	Average loss/gain	1.33	1.17	0.00	-0.29
	Highest loss/gain	3.87	3.26	0.00	3.26
max 82.5% band	Cases			27,596	27,596
	Average loss/gain			0.00	0.00
	Highest loss/gain			0.00	0.00
All Non-UC cses	Cases	3,365	1,705	27,603	32,673
	Average loss/gain	1.83	1.37	0.00	-0.12
	Highest loss/gain	4.86	13.45	0.00	13.45
Non-UC cases - not a banded scheme		Gain	Loss	No change	All
Nil band	Cases			32,673	32,673
	Average loss/gain			0.00	0.00
	Highest loss/gain			0.00	0.00
UC cases - banded scheme					
Nil band	Cases		10		10
	Average loss/gain		2.55		2.55
	Highest loss/gain		11.62		11.62

12% band	Cases	11	1		12
	Average loss/gain	1.17	3.25		-0.80
	Highest loss/gain	1.71	3.25		3.25
30% band	Cases	143	13		156
	Average loss/gain	2.75	1.15		-2.42
	Highest loss/gain	5.25	3.59		3.59
45% band	Cases	200	61		261
	Average loss/gain	2.18	1.02		-1.43
	Highest loss/gain	4.36	6.76		6.76
70% band	Cases	113	75		188
	Average loss/gain	1.65	1.07		-0.56
	Highest loss/gain	3.22	2.92		2.92
max 82.5% band	Cases			3,927	3,927
	Average loss/gain			0.00	0.00
	Highest loss/gain			0.00	0.00
All UC cases	Cases	467	160	3,927	4,554
	Average loss/gain	2.20	1.16	0.00	-0.18
	Highest loss/gain	5.25	11.62	0.00	11.62
Total with a banded scheme for all cases					
	Cases	3,832	1,865	31,530	37,227
	Average loss/gain	1.88	1.36	0.00	-0.13
	Highest loss/gain	5.25	13.45	0.00	13.45

Appendix two

Model showing the financial impact on household types in the city.

Household type one

Couple both aged 52. He receives contributory based Jobseekers Allowance and she receives a private pension of £200 per calendar month. They rent their home from a registered provider. It is a band A property, the weekly charge for Council Tax is £20.03 each week

Under the current Council Tax Support scheme this household would receive £15.65 each week. They would have £4.38 to pay themselves each week towards their Council Tax.

Under the proposed Council Tax Support scheme for those on Universal Credit they would receive £16.53. They would have to pay £3.50 each week towards their Council Tax.

Household type two

Lone parent aged 31 with an 8 year old son. She works part time and earns £500 per calendar month. She rents her home from a private landlord. It is a band A property and as she lives on her own she gets 25% off her bill so the weekly Council Tax charge is £15.02 each week.

Under the current benefit scheme this resident would also receive Tax Credits from HMRC of £673.57 each calendar month. She would not qualify for any Council Tax Support as her wages and tax credits are too high for her to qualify.

Under the proposed Council Tax Support scheme for those on Universal Credit this resident has a weekly excess income figure of £71.48 so her Council Tax Support entitlement is 30% of her Council Tax Liability, which is £4.51 each week. This would leave this resident with £10.51 to pay herself.

Household type three

Couple both aged 32 with two children aged 5 and 7. One member of the couple works and earns £500 per calendar month. They rent their own home from a private landlord. It is a band A property so the weekly Council Tax charge is £20.03 each week.

Under the current benefit scheme this resident would also receive Tax Credits from HMRC of £904.58 each calendar month. They would qualify for £6.85 Council Tax Support each week. They would have to pay £13.18 each week towards their Council Tax.

Under the proposed Council Tax Support scheme for those on Universal Credit these residents have a weekly excess income figure of £71.48 so their Council Tax Support entitlement is 30% of their Council Tax Liability, which is £6.01 each week. They would have to pay £14.02 each week towards their Council Tax.

Household type four

Couple both aged 41 with one child aged 13. One member of the couple works and earns £500 per calendar month. They own their home. It is a band A property so the weekly Council Tax charge is £20.03 each week.

Under the current benefit scheme this resident would also receive Tax Credits from HMRC of £673.57 each calendar month. They would qualify for £4.14 Council Tax Support each week. They would have to pay £15.89 each week towards their

Council Tax.

Under the proposed Council Tax Support scheme for those on Universal Credit these residents have a weekly excess income figure of £102.15 so they would not be entitled to any Council Tax Support. They would have to pay their full Council Tax of £20.03 each week.

Household type five

Single man aged 37 with no children. He works and earns £650 per calendar month. He rents his home from a private landlord. It is a band A property and as he lives on his own he gets 25% off his bill so the weekly Council Tax charge is £15.02 each week.

Under the current benefit scheme this resident would not qualify for Tax Credits as he does not work enough hours each week. He would not qualify for Council Tax Support as his income is too high.

Under the proposed Council Tax Support scheme for those on Universal Credit this resident will have a weekly excess income figure of £55.50 each week so his Council Tax Support entitlement is 30% of his Council Tax Liability, which is £4.51 each week. He would have to pay £10.51 each week towards their Council Tax.

Appendix three

Draft Council Tax Support Scheme

Manchester City Council

Illustrative draft Local Council Tax Support Scheme 2019

effective from 1 April 2019

Introduction

The Welfare Reform Act 2012 abolished Council Tax Benefit and the Local Government Finance Act 2012 made provision for local authorities to devise their own schemes for a Council Tax Support discount to assist people on low incomes to pay their Council Tax.

People over pension age are protected by regulations requiring a local scheme to retain most features of the former Council Tax Benefit scheme. People below pension age are covered by a locally defined scheme that is subject to only limited national prescription.

The Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 (SI 2012/2885) set out the scheme provisions that local authorities must adopt for people over pension age and additionally prescribe a small number of provisions that local authorities must incorporate into their local scheme for people of working age. These regulations will be maintained across time.

The Council Tax Reductions Schemes (Default Scheme) (England) Regulations 2012 (SI 2012/2886) prescribed the scheme that would be a local authority's local scheme if the local authority failed to make a local scheme by 31 January 2013. As such, these regulations will not be maintained beyond that date as any local authority on which the default scheme was imposed will have that as its local scheme and will be responsible for maintaining it.

Both of these regulations were amended for the first year of the scheme by the Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme) (England) (Amendment) Regulations 2012 (SI 2012/3085) to uprate amounts in line with the general 2013 Social Security uprating. Regulations changing the scheme for subsequent years are set out below.

from	by	Effects
13 March 2014	The Marriage (Same Sex Couples) Act 2013 (Consequential Provisions) Order 2014 (SI 2014/107)	Recognises the introduction of same sex marriage.
1 April 2014	The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2013 (SI 2013/3181)	Uprating and minor technical amendments
1 April 2014	The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2014 (SI 2014/448)	Additional uprating figures
1 April 2014	The Social Care (Self-directed Support) (Scotland) Act 2013	Technical updates in respect of pensioners'

	(Consequential Modifications and Savings) Order 2014 (SI 2014/513).	capital.
1 April 2015	The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) (No. 2) Regulations 2014 (SI 2014/3312)	Uprating; to align provisions in respect of EEA jobseekers with those in the Housing Benefit scheme; and minor technical matters.
1 April 2015	The Care Act 2014 (Consequential Amendments) (Secondary Legislation) Order 2015 (SI 2015/643)	Updates the definition of “blind” and other minor technical amendments.
5 April 2015	The Shared Parental Leave and Statutory Shared Parental Pay (Consequential Amendments to Subordinate Legislation) Order 2014 (SI 2014/3255)	Updates definitions relating to paternity pay and shared parental pay
26 May 2015	The Deregulation Act 2015 (Consequential Amendments) Order 2015 (SI 2015/971)	Removes reference to an obsolete body
1 April 2016	The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2015 (SI 2015/2041)	Uprating; to remove the family premium for elderly claimants from 1 May 2016 with transitional protection for existing cases; and minor technical matters.
6 April 2016	The Pensions Act 2014 (Consequential, Supplementary and Incidental Amendments) Order 2015 (SI 2015/1985)	Covers introduction of New State Pension
6 April 2016	The Social Services and Well-being (Wales) Act 2014 (Consequential Amendments) (Secondary Legislation) Regulations 2016 (SI2016/211 – W.84)	Updates the definition of “blind” and other minor technical amendments.
1 April 2017	The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2016 (SI2016/1262)	Uprating; and to apply more restrictive rules on eligibility for elderly claimants who are temporarily absent abroad.
3 April 2017	The Employment and Support Allowance and Universal Credit (Miscellaneous Amendments	Technical changes resulting from the removal of the Work Related Activity Group

	and Transitional and Savings Provisions) Regulations 2017 (SI2017/204)	component from Employment and Support Allowance.
6 April 2017	The Pensions Act 2014 (Consequential, Supplementary and Incidental Amendments) Order 2017 (SI2017/422)	Covers the introduction of bereavement support payments
1 April 2018	The Fire and Rescue Authority (Police and Crime Commissioner) (Application of Local Policing Provisions, Inspection, Powers to Trade and Consequential Amendments) Order 2017 (SI2017/863)	Technical amend to disregard of earnings of fire-fighters
1 April 2018	The Council Tax Reduction Schemes (Amendment) (England) Regulations 2017 (SI2017/1305)	Uprating and alignment with minor changes in other schemes

Manchester's scheme for people of working age is based on the government's default scheme subject to the modifications specified below. The Council at its meeting of [25 January 2017] decided to make this scheme, applicable from 1 April 2019. It is a revision of the Council's 2013 and subsequent Council Tax Support Schemes. Through powers it delegated to the City Treasurer it incorporates uprated amounts for applicable amounts, disregards, non-dependant deductions and non-dependant income bands from 1 April 2018 and these have been further uprated from 1 April 2019 under these delegated powers. Note that [the 2017 and 2018 upratings reflect the freeze on basic applicable amounts while amounts for disability and carers are increased in line with inflation and new non-dependant deduction rates and their related income bands equivalent to the prescribed values for people over pension age have been applied].

Part A

Council Tax Support for people of pension age

For a person to whom regulation 3 (a) of the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 applies (a “pensioner”), the classes of person entitled to Council Tax Support under this scheme for any week are classes A, B and C as defined in Part 1 of Schedule 1 of those regulations and the provisions of those regulations, amended as may be from time to time, shall apply,

save that

1. In paragraph 1 of schedule 5 of those regulations (disregard of pensions paid for war disablement and to war widows and war widowers), the amount to be disregarded shall be the whole of that income.
2. In matters not prescribed by the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, the provisions of the Council Tax Reductions Schemes (Default Scheme) (England) Regulations 2012 as they relate to pensioners shall apply.

Part B

Council Tax Support for people of working age

For a person to whom regulation 3 (b) of the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 applies (a “person who is not a pensioner”), the classes of person entitled to Council Tax Support under this scheme for any week are those prescribed in paragraphs 16 and 17 of the Schedule to the Council Tax Reductions Schemes (Default Scheme) (England) Regulations 2012 (Class D and Class E) and the provisions of

- Parts 1 to 3 and schedules 7 and 8 of the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 as subsequently amended,
- The Council Tax Reductions Schemes (Default Scheme) (England) Regulations 2012, and
- The Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme)(England)(Amendment) Regulations 2012

shall apply,

save as follows:-

People of Working Age

1. For the avoidance of doubt, a person who is not a pensioner shall be treated as a pensioner if he is one of a couple and the other member of that couple has reached the qualifying age for state pension credit and neither member of the couple is

- (a) a person on income support, on an income-based jobseeker's allowance or on an income-related employment and support allowance, or
- (b) a person with an award of universal credit.

Maximum Council Tax Reduction

2. In paragraph 29 (1) of the Default Scheme, for a person who is not a pensioner, the amount of a person's maximum council tax reduction in respect of a day is 82.5% of the amount A/B where—
 - (a) A is the amount set by the authority as the council tax for the relevant financial year in respect of the dwelling in which he is a resident and for which he is liable, subject to any discount which may be appropriate to that dwelling under the 1992 Act; and
 - (b) B is the number of days in that financial year, less any deductions in respect of non-dependants which fall to be made under paragraph 30 (nondependent deductions: pensioners and persons who are not pensioners).

Assessment of income and capital

3. In paragraph 20 of schedule 8 of the Default Scheme (disregard of pensions paid for war disablement and to war widows and war widowers), the amount to be disregarded shall be the whole of that income.

Delay in reporting changes

4. Paragraph 107 of the Default Scheme is subject to the proviso that where an applicant (or any person acting on his behalf) fails to notify a relevant change of circumstances in accordance with paragraph 9 of Schedule 8 to the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 (SI 2012/2885)(reproduced in paragraph 115 of the Default Scheme) and that change would result in an increase in the amount of a reduction, the amount of the reduction granted shall not be increased for any day before the day on which the authority received notification of that change.

Uprating

5. The Council shall review the amounts specified in this scheme (these being those set in the 2018 scheme) before 1 April 2019 and thereafter annually, having regard in particular, but not exclusively, to
 - (a) the level of funding to be provided by the Secretary for State for Communities and Local Government,
 - (b) figures prescribed in the Default Requirements for pensioners, and
 - (c) comparable figures in the Housing Benefit scheme.

The resulting figures for ~~2018~~ 2019 are set out in Appendix 1 below.

Alternative maximum council tax reduction

6. Paragraph 18, Part 8 and Schedule 4 of the Default Scheme shall not apply.
7. For the words “classes D to F” in the Default Scheme there shall be substituted the words “classes D and E”.

Family Premium

8. The provisions set out in regulations 2 and 4 of the Housing Benefit (Abolition of the Family Premium and date of claim) (Amendment) Regulations 2015 [SI 1857 of 2015] to exclude the family premium from the applicable amount of a new applicant shall apply to the applicable amount for Council Tax Support from 1 April 2017 for new claims made on or after 1 April 2017 and for existing applicants where a first child is born or a child joins a household that does not include children on or after 1 April 2017.

Applicable amounts for children

9. The provisions set out in The Social Security (Restrictions on Amounts for Children and Qualifying Young Persons) Amendment Regulations 2017 [SI 376 of 2017] to exclude, with exceptions, additional applicable amounts in the Housing Benefit scheme for a third or subsequent child born or joining the household on or after 1 April 2017 shall apply equally in the assessment of the applicable amount for Council Tax Support.

[Note that The Council Tax Reduction Schemes (Amendment) (England) Regulations 2017 (SI2017/1305) makes corresponding provision for people of pension age to be included in the scheme.]

Temporary absence from home

10. Where a person of working age is absent from Great Britain for more than four weeks, the provisions of the Housing Benefit scheme set out in the Housing Benefit and State Pension Credit (Temporary Absence) (Amendment) Regulations 2016 (S.I.2016 No.624) shall apply also to Council Tax Support.

[Note that The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2016 (SI2016/1262) makes corresponding provision for people of pension age to be included in the scheme.]

Part C

Provisions common to people of pension age and people of working age

Transitional

1. A person entitled to Council Tax Support in respect of 31 March 2018 or who has made a timely claim for Council Tax Support in respect of 31 March 2018 and that claim has not yet been determined shall be treated as having made an application for a reduction under this scheme from 1 April 2018.

Technical amendments

2. The Council shall review and amend this scheme as appropriate to reflect changes to legislation referenced in this scheme, changes to the Council Tax scheme itself, decisions of the courts, new sources of income, for example allowances paid under government schemes, and such other matters that appear to require technical amendment to maintain the coherence and intentions of this scheme.

Reviews and appeals

3. Where the provisions of this scheme align with those of the Housing Benefit scheme, the Council will apply the findings of a Lower or Upper Tier Tribunal on Housing Benefit as being applicable to the amount of a reduction under this scheme unless a valuation tribunal determines otherwise.
4. The Council may review and change any decision relating to a reduction to correct an accidental error or to take into account new caselaw relevant to the decision in question but shall be under no obligation to do so in respect of entitlement in any previous financial year.

Application of reductions to account and suspension of changes to reductions and of further reductions

5. The council will apply a reduction under this scheme to the relevant Council Tax account for the remainder of the relevant financial year, thereby reducing the amount of Council Tax payable. The Council may adjust this amount at any time during or after the relevant year as a result of changes to, or the end of entitlement to, the reduction.
6. The Council may suspend any adjustment to the amount of a reduction or the award of a further reduction if there is doubt about a person's entitlement to or the amount of a reduction but in such a case shall take all reasonable steps to resolve such doubts as soon as practical. The Council may also suspend any adjustment to the amount, or further award, of a reduction if an applicant does not provide information or evidence that is reasonably required within one month of the request for such information or evidence and may end the reduction from

the date the information or evidence was requested if it is not provided within one month of the date of the suspension.

7. Where the Council decides that the amount of a reduction should be reduced, it will usually reduce the amount applied to the account but reserves the right to waive the application of all or part of that reduction in cases of “official error” where the applicant could not be considered to have caused or contributed to the error, had no reason to doubt the amount of the reduction awarded and could not be expected to pay the increased liability for Council Tax quickly without difficulty. Adjustments to a reduction for the remainder of the financial year from the date of the decision to change the amount of a reduction will always be applied.

Additional disregards of income and capital

8. Payments made under section 49 of the Children and Families Act 2014 (personal budgets and direct payments) as defined in paragraph 66 of Schedule 5 (sums to be disregarded in the calculation of income other than earnings) and paragraph 61 of Schedule 6 (capital to be disregarded) of the Housing Benefit Regulations 2006 shall be fully disregarded.

Time limit for notifying a change

9. The period of 21 days specified as the period during which an applicant must notify a change likely to affect the amount of a reduction is extended to one month to align with the provisions of the Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations 2001, Regulations 7(2)(a), (3), 8(3)(5) and Regulation 9.

Effective date of change for CTS as a result of an award or increase of a DWP benefit

10. When we have awarded CTS and the claimant, or a member of their family becomes entitled to a DWP benefit or has an increase in the amount of a DWP benefit from a date after the start of the claim, the provisions of The Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations 2001 Regulations 7(2)(i) and 8(14) will apply to the award of CTS as they would to an award of Housing Benefit.

Cases where income equals the applicable amount

11. For the avoidance of doubt, the entitlement of an applicant whose assessed income is the same amount as their applicable amount is to be treated according to the provisions of Class A in the case of a person who is a pensioner or class D for a person who is not a pensioner.

Part D

Additional provisions in respect of people entitled to Universal Credit

1. A person for whom the Council receives both a New Claim Universal Credit Data Share Record from the Department for Work and Pensions and a consequent First Payment Universal Credit Data Share Record shall be deemed to have made a claim for a reduction under this scheme on the date from which that entitlement to Universal Credit began.
2. Where an award of a reduction under this scheme is ended because an associated award of Universal Credit has ended or reduced but that award of Universal Credit is reinstated (whether at the same rate or at a different rate) or increased to a level at which an award of a reduction under this scheme would be appropriate within a period of six months, a new claim for a reduction is required. A new claim in these circumstances shall be treated as made on the date on which entitlement to Universal Credit resumed or was increased or six months before the day on which the claim is actually received, whichever is the later.
3. The amount of an award under this scheme for a person entitled to Universal Credit shall be
 - (a) for a person whose income is no greater than the applicable amount, at the level of the Maximum Council Tax Reduction for a person of working age as set out in paragraph 2 of Part B of the scheme;
 - (b) for a person whose income is greater than the applicable amount, at the level set out in the following table according to the band in which their excess income falls, less any non-dependant deduction if appropriate.

Excess weekly income greater than	Excess weekly income no more than	% reduction of Council Tax liability
£80.00	-	Nil
£75.00	£80.00	12%
£50.00	£75.00	30%
£25.00	£50.00	45%
£0.00	£25.00	70%
-	£0.00	82.5%

4. Where the Council receives notification from the Department for Work and Pensions of a change to the amount of excess income for Universal Credit and the changed assessment does not result in an alteration to the amount of a

reduction under this scheme, the Council is not required to notify the claimant of its recording of that change.

Appendix 1

Upated amounts from 1 April 2019 for people of working age

The amounts set out in the Schedule to the Council Tax Reduction Schemes (Default Scheme)(England) Regulations 2012 as amended by the Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme)(England)(Amendment) Regulations 2012, and as upated in Manchester City Council's Local Council Tax Support Schemes for 2014, 2015, 2016, 2017 and 2018 are further amended as follows:-

Non-dependant deductions

In paragraph 30 (non-dependant deductions) for sub-paragraph 1, substitute "(1) Subject to the following provisions of this paragraph, the non-dependant deductions in respect of a day referred to in paragraph 29 are in respect of a non-dependant aged 18 or over, £3.90 x 1/7" and sub-paragraphs 2 and 4 shall cease to have effect.

- (a) in sub-paragraph (1)(a) for "£11.55" substitute "£11.90"; .
- (b) in sub-paragraph (1)(b) for "£3.80" substitute "£3.90"; .
- (c) in sub-paragraph (2)(a) for "£196.95" substitute "£202.85"; .
- (d) in sub-paragraph (2)(b) for "£196.95", "£341.40" and "£7.65" substitute "£202.85", "£351.65" and "£7.90" respectively; .
- (e) in sub-paragraph (2)(c) for "£341.40", "£424.20" and "£9.65" substitute "£351.65", "£436.90" and "£9.95" respectively.

Applicable amounts for persons who are not pensioners

In Schedule 3 (applicable amounts: persons who are not pensioners), no uprating is appropriate except in respect of amounts for disability and carers and the amounts specified remain unchanged or are uprated as follows—

- (a) in column (2) of the Table in paragraph 1—
 - (i) in sub-paragraph (1)(a) and (b), £73.10;
 - (ii) in sub-paragraph (1)(c), £57.90;
 - (iii) in sub-paragraph (2), £73.10;
 - (iv) in sub-paragraph (3), £114.85;
- (b) in column (2) of the Table in paragraph 3, in each place in which it occurs,

£66.90;

- (c) in paragraph 4(b), £17.45;
- (d) in the second column of the Table in paragraph 17—
 - (i) in sub-paragraph (1)(a), for “£32.55” substitute “£33.55”;
 - (ii) in sub-paragraph (1)(b), for “£46.40” substitute “£47.80”;
 - (iii) in sub-paragraph (2)(a) and (b)(i), for “£62.45” substitute “£64.30”;
 - (iv) in sub-paragraph (2)(b)(ii), for “£124.90” substitute “£128.60”;
 - (v) in sub-paragraph (3), for “£60.90” substitute “£62.86”;
 - (vi) in sub-paragraph (4), for “£34.95” substitute “£36.00”;
 - (vii) in sub-paragraph (5)(a), for “£24.78” substitute “£25.48”;
 - (viii) in sub-paragraph (5)(b), for “£15.90” substitute “£16.40”;
 - (ix) in sub-paragraph (5)(c), for “£22.85” substitute “£23.55”;
- (e) in paragraph 23, £29.05;
- (f) in paragraph 24, for “£36.55” substitute “£37.65”.

**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee
6 September 2018

Subject: Blacklisting

Report of: The City Treasurer

Summary

To provide a report on the Council's position and actions in relation to organisations/contractors that have previously or currently blacklist trade union members and officers.

Recommendations

Members are asked to note and comment on the report.

Wards Affected - All

Manchester Strategy outcomes	Summary of the contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The Council is committed to improving engagement with Small – Medium organisations, voluntary sector and charitable organisations, and where appropriate procurement processes will be adapted to their needs, particularly with regard to dividing large contracts into lots, in accordance with the public procurement rules
A highly skilled city: world class and home grown talent sustaining the city's economic success	Provide better Health and Wellbeing for Manchester residents through promotion of fair working conditions, better training opportunities and sustainable economic growth.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The Council favours an asset based approach which looks at the uniqueness of people, their potential skills, assets, relationships and community resources. This approach concentrates primarily on what is important to people, what they want to do, and the strengths and nature of their social networks. This underpins wider Council priorities of building self-reliance and strengthening communities.
A liveable and low carbon city: a destination of choice to live, visit,	The supplier, service provider and contractor endeavour to purchase through suppliers and

work	contractors who are continuously working at improving labour and environmental standards in the supply chain.
A connected city: world class infrastructure and connectivity to drive growth	Through commissioning and procurement activities this will promote Manchester as an attractive place to work by securing wider benefits and improvement to the lives of people in Manchester and the environment.

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

N/A

1.0 Background

- 1.1 The UK Government defines blacklisting as ‘the systematic compilation of information on individual trade unionists and their use by employers and recruiters to discriminate against those individuals because of their trade union membership or because of their involvement in trade union activity’.
- 1.2 Blacklists are referred to in specific blacklisting legislation as ‘prohibited lists’ when concerned with trade union activity. However, a blacklist could potentially contain further details on individuals who have reported concerns, for example, regarding health and safety and / or environmental matters.

2.0 Current Position

- 2.1 The Council’s current position is as set out in the Council’s Ethical Procurement Policy.
- 2.2 The Council’s Ethical Procurement Policy states the following on Blacklisting:

‘Blacklists

Suppliers, service providers and contractors shall not unlawfully compile, use, sell or supply a prohibited list which:

- a. contains details of persons who are or have been members of trade unions or persons who are taking part or have taken part in the activities of trade unions, and*
 - b. is compiled with a view to being used by employers or employment agencies for the purpose of discrimination in relation to recruitment, or in relation to treatment of works within the meaning of The Employment Act of 1999 (Blacklists) Regulations 2010.*
 - c. contains details of persons who are or have been involved in whistleblowing to appropriate bodies as a result of becoming aware of any deficiency in service provision, impropriety, fraud, customer abuse, breach of procedure or maladministration.’*
- 2.3 The appendices of the Policy provide a link to The Employment Act of 1999 (Blacklists) Regulations 2010.
- 2.4 The Employment Relations Act 1999 (Blacklists) Regulations 2010 includes for:
- Define a prohibited list (eg a blacklist) and prohibit the compilation, dissemination and use of prohibited lists;
 - Make it unlawful for organisations to refuse employment, to dismiss an employee or otherwise cause detriment to a worker for a reason related to a prohibited list;
 - Make it unlawful for an employment agency to refuse a service to a worker for a reason related to a prohibited list;
 - Provide for the employment tribunal to hear complaints about alleged

- breaches of the regulations; and
- As an alternative, provide for the courts to hear complaints from any persons that they have suffered loss or potential loss because of a breach of the regulations

3.0 Actions that can be taken relating to organisations/contractors that have previously or currently blacklisted trade union members and officers.

- 3.1 Below is an overview of the key legal issues relating to addressing blacklisting through procurement.

Can contracting authorities exclude blacklisters from procurement processes?

In principle, yes, blacklisting can amount to an act of grave professional misconduct or a violation of applicable obligations relating to social and labour law and so could justify exclusion of an economic operator from a procurement process in accordance with the public procurement rules. These grounds are discretionary exclusion grounds under the rules. However, the Council:

- would need to assess the seriousness of the offence;
- would need give the economic operator the opportunity to demonstrate any action it has since taken to rectify any breach or to address these issues; and
- must able to demonstrate any decision to exclude is proportionate to the seriousness of the offence.

Exclusion must be considered on a case-by-case basis – a blanket ban would not be lawful;

- Exclusion must be justified on the evidence – for example, an admission of wrongdoing by the operator or a decision of a tribunal, court or other public body exercising similar functions. In theory, it may be possible to rely on other evidence, but in practice it is difficult to envisage circumstances where other evidence will suffice;
- Exclusion is not a means of punishing operators for past wrongdoing, but rather a means of putting right past wrongdoing and ensuring that it does not re-occur (self-cleaning, see below).

The concept of self-cleaning

The “self-cleaning” regime in the public procurement rules provides that an operator convicted of an offence will not be precluded from participating in a procurement process if it can demonstrate that it has put in place effective measures to remedy the consequences of any criminal offences or misconduct and ensure that the conduct will not recur. Self-cleaning entails the following process:

- Potential suppliers are required to initially self-declare their status against the exclusion grounds.
- If a potential supplier, or any organisation they rely on to meet the selection criteria, has breached any of the exclusion grounds, they have the opportunity to explain how and what action they have taken to rectify the situation
- Potential suppliers are required to demonstrate that they have taken remedial action, to the satisfaction of the contracting authority in each case. In order for the evidence provided to be sufficient it must prove the supplier has “self-cleaned” as follows:
 - paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
 - clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
 - taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The actions agreed on deferred prosecution agreements may be submitted as evidence of self-cleaning and evaluated by a contracting authority.

The measures taken are evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. If such evidence is considered by the Council as sufficient, the potential supplier shall be allowed to continue in the procurement process.

If the potential supplier cannot provide evidence of ‘self-cleaning’ that is acceptable to the Council, they may be excluded from further participation in the procurement and provided with a statement of the reasons for that decision.

The Council must accept a self-assessment of compliance with the exclusion and selection criteria at the early stages of a procurement process, though evidence may be required at any time during the procedure if that is necessary to ensure the proper conduct of the procedure.

Can contracting authorities terminate contracts with an economic operator that has or is engaged in blacklisting?

There is no automatic right to terminate a contract where an economic operator has been or is engaged in blacklisting. While express rights may be included these need to be balanced against proportionality and materiality of the blacklisting to the contract

4.0 Recommendations

- 4.1 Members are asked to note and comment on the report.

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**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee –
6 September 2018

Subject: Our Town Hall Project – Management Contractor Procurement

Report of: The City Treasurer

Summary

Previous reports to the Executive and Resources and Governance Scrutiny Committee have provided regular progress reports on the refurbishment and partial restoration of the Town Hall and Albert Square under the Our Town Hall (OTH) project. This report provides Members with an update on the procurement of a Management Contractor.

Recommendations

Resources and Governance Scrutiny Committee is recommended to note:

1. The progress made to date and the current status of the procurement of the Management Contractor for the Our Town Hall Project.
 2. The next steps and procurement timetable for the conclusion of the procurement process.
-

Wards Affected: All

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

- Report to Executive Committee – Town Hall Complex Strategy – 23 July 2008
- Report to Executive Committee – Town Hall Complex Programme – Transforming Customer Experience – 11 February 2009
- Report to Executive Committee – Town Hall and Albert Square Maintenance Programme – 1 October 2014
- Report to Executive Committee – The Refurbishment of Manchester Town Hall and Albert Square: ‘Our Town Hall’ – 27 July 2016
- Report to Executive Committee – The Refurbishment of Manchester Town Hall and Albert Square: ‘Our Town Hall’ – 16 November 2016
- Report to Executive Committee – Capital Programme (Budget 2017/18 – 2021/22) – 11 January 2017
- Report to Executive Committee – Manchester Town Hall and Albert Square: ‘Our Town Hall’ – 8 March 2017
- Report to Resources and Governance Scrutiny Committee – Our Town Hall Social Value and Communications – 22 June 2017
- Report to Resources and Governance Scrutiny Committee – ‘Our Town Hall’ – 7 September 2017
- Report to Executive Committee – Manchester Town Hall and Albert Square: ‘Our Town Hall’ – 13 September 2017
- Report to Resources and Governance Scrutiny Committee – Manchester Town Hall and Albert Square ‘Our Town Hall’ – 9 November 2017
- Report to Resources and Governance Scrutiny Committee - Manchester Town Hall and Albert Square ‘Our Town Hall’ – 1 February 2018
- Report to Resources and Governance Scrutiny Committee Ethical Procurement Sub Group – 22 February 2018
- Report to Resources and Governance Scrutiny Committee – Our Town Hall Project – Budget Position Update – 24 May 2018
- Report to Ethical Procurement and Contract Monitoring Sub Group - 7 June 2018

1.0 Background

- 1.1 Manchester Town Hall is an internationally significant landmark and Manchester's greatest cultural and civic asset. The building is Grade 1 listed and considered to be one of the masterpieces of Victorian architecture, viewed by the people of the City and visitors as the civic heart of Manchester. As previously reported, the Town Hall, whilst structurally sound, now has many elements reaching the end of their natural lifespan. It has been agreed that significant refurbishment is now required to rectify the identified defects and to protect the building for the benefit of future generations of Mancunians.
- 1.2 In November 2016 Executive considered the options for the Town Hall with the recommended option being the full repair and upgrade to modern standards and partial restoration of the Town Hall and Albert Square. Also at this meeting the Executive approved Management Contracting as the most appropriate procurement route for the appointment of the main construction contractor.
- 1.3 Under this route, the Council will appoint a management contractor to manage the project, procure the Works, advise on risk and to contract with works package contractors who have the primary responsibility for undertaking the works. The management contractor will assume the financial and contractual burden associated with administering the works packages, but will not undertake any of the construction works itself. The management contractor will be paid a fee for its services (split between the pre-construction period and the construction period) and will be reimbursed the cost of its preliminaries and overheads. The procurement of all works packages will be open book and subject to approval by the Council.
- 1.4 In selecting this procurement route, the Council has recognised that for a project of the scale and complexity of Our Town Hall, a more traditional risk transfer approach to contracting, in which a main contractor is appointed under a lump sum cost, would be unlikely to deliver the outcomes required for the project.
- 1.5 At the Executive meeting on 8 March 2017 and also the 13 September 2017, it was confirmed that management contracting was still the preferred procurement route for the construction works.
- 1.6 The management contractor will work alongside the design team to develop and finalise design proposals, whilst in the same period market testing proposed solutions with the supply chain and refining and running robust tender processes for each of the works packages.
- 1.7 The management contractor approach is considered to be the procurement route that best fits with the Council's objectives of:
 - optimising local benefit for businesses, employment and training;
 - ensuring flexibility to introduce change during design together with a quality product, whilst accepting that change may incur cost and time impacts that may be undesirable;

- demonstrating value for money through cost transparency;
- achieving a high level of cost certainty prior to commencement of construction;
- maximising collaborative working and open book procurement; and
- ensuring attractiveness to the contractor market since it seeks to allocate risk to the party best able to deal with it.

1.8 Executive also noted that in light of the aspiration for an interactive procurement approach for Our Town Hall, the project was not considered suitable for an Open or Restricted Procedure and that a Competitive Dialogue Procedure would be undertaken as defined by the Public Procurement Regulations.

1.9 In November/December 2017 a total of 13 organisations were invited to take part in a soft market testing exercise of the procurement approach for the project and to gauge interest in the opportunity. Meetings were held with 9 of these organisations and the response from these was positive. The organisations showed a keen interest in the project and feedback on the social value requirements was encouraging. It was noted that the procurement process in total will take approximately one year to complete and that this is considered reasonable for a project of this scale and complexity.

1.10 The Council held a procurement Launch Event on 28 February 2018 with the aim of ensuring that the wider market was aware of the procurement, its scope and timescale. Alongside potential bidders, the event was attended by potential works package contractors, suppliers and local community/voluntary organisations. In total, 84 organisations were present.

2.0 Competitive Dialogue

2.1 Competitive Dialogue is a procedure that enables engagement with the bidders in successive rounds of discussions, tailored and focused as necessary, to develop suitable solutions to the complex technical, social value and financial mechanisms required on a project of the scale and complexity of Our Town Hall.

2.2 In addition to technical excellence and experience in heritage works, this approach will enable us through dialogue to ensure that bidders are able to respond to a number of factors that are critical to the success of OTH, by testing:

- the management style and behaviours of key personnel in the bidders' teams against the collaborative working standards required.
- the commitment of bidders to optimising local benefit for businesses, employment and training.
- the commitment of bidders to cost transparency and open book procurement.

2.3 At all stages of the dialogue process, bidders will be evaluated against five dialogue themes:

- Buildability, Programming & Phasing
- Supply Chain & Incentivisation

- Collaboration & Performance
- Social Value
- Cost

2.4 Once appointed, the management contractor will work alongside the design team to develop and finalise design proposals, whilst in the same period market testing proposed solutions with the supply chain and refining and running robust tender processes for each of the works packages.

2.5 The Social Value targets for the project have been reported at previous meetings of the Resources and Governance Scrutiny Committee. These targets have formed an integral part of the procurement documentation and the competitive dialogue process.

3.0 The Management Contractor procurement process

3.1 The procurement process was formally launched on 13 February 2018 with the issue of the Contract Notice via The Chest, accompanied by the full suite of procurement documents in line with the OJEU regulations which stipulate that Bidders should have access to all documentation from the start of the process. It was made clear from the outset that bids would be evaluated against the award criteria stated below.

AWARD CRITERIA			
A: QUALITY			70%
A1	Buildability, Programming & Phasing	25%	
A2	Supply Chain & Incentivisation	20%	
A3	Collaboration & Performance	25%	
B SOCIAL VALUE			20%
C COST			10%

3.2 A total of 6 potential Management Contractors registered and downloaded the documents from the Chest, however only 2 organisations returned a Selection Questionnaire on 19 March.

The procurement timeline is tabulated below.

Event	Date
Issue Invitation to Submit Outline Solutions (ISOS)	23 May 2018
Submit Outline Solutions	10 July 2018
Issue Invitation to Continue Dialogue (ITCD)	6 August 2018
Detailed Dialogue Stage Meetings	August and September 2018

Invitation to Submit Final Bids	24 September 2018
Final Bid Submissions	19 October 2018
Notification of Preferred Bidder	November 2018

- 3.3 Following evaluation of the Selection Questionnaires, Laing O'Rourke and Lend Lease were invited to Submit Outline Solutions by 10 July. These were evaluated prior to the issue of the Invitation to Continue Dialogue, on 6 August. This stage presents the Council with the opportunity to meet the bidders and provide feedback to bidders on their outline solution, and to enable the bidders to test their understanding of the Council's requirements. At all stages of the dialogue process, the objective is to enable the bidders to develop their best possible solution for the Council.
- 3.4 Five days of intensive dialogue meetings took place with bidders during week commencing 13 August. These sessions identified areas where further work was required or further information might be provided to enable the bidders to refine their solutions. A second week of dialogue meetings is planned week commencing 10 September.

4.0 Next Steps

- 4.1 The second dialogue week in September will comprise a series of detailed meetings and workshops, at which each bidder will present further details on their proposed solutions.
- 4.2 We intend to formally close the dialogue period on 21 September, subject to having reached the point at which we are confident that the bidders have developed solutions that meet the project requirements. If so, an Invitation to Submit Final Bids will be issued on 24 September, allowing Bidders four weeks to finalise and submit their responses.
- 4.3 Final Bids will be submitted in October followed by evaluation prior to the selection of the Preferred Bidder. The appointment of the management contractor is scheduled for November.
- 4.4 The management contractor will commence procurement of the works packages during Q1 2019. For OTH, we estimate that the construction works will be undertaken by in excess of 100 individual works package contractors, and that the procurement of individual packages will potentially continue beyond the date of commencement of the main works on site.
- 4.5 The main construction works are scheduled to commence on site Autumn 2020. It is also possible that a number of early works, or 'enabling' packages will be let in advance of this date, which is something that will be agreed with the successful management contractor, once appointed.

5.0 Finance

- 5.1 The competitive dialogue process anticipates the development of the bidder's proposals from Outline Solutions stage into Final Bid stage, during which time the bidder's financial offer is refined to respond to feedback given during dialogue. Bidders will add or omit as appropriate until the 'right' solution is priced as part of the Final Bid.
- 5.2 At Outline Solution, each bidder presented its estimate of costs for the following three categories of direct expenditure:
- Pre-Construction Services Agreement (PCSA) - This covers Management Contractor services from appointment (Nov/Dec 2018) to issue of the Notice to Proceed (NTP) with the formal contract works (Dec 2019). The cost includes for staff, management, office/ICT costs and associated management fees. This fee will be finalised at the point at which the management contractor is appointed.
 - Construction Period Management Fee (CPMF) – This is the Management Fee applied to all costs incurred under the Management Contract for the construction works undertaken by the Works Package Contractors. This fee covers head office overheads and the contractor's profit margin, and will be finalised before the Notice to Proceed is issued (Dec 2019).
 - Construction Period Preliminaries Prices (CPPP) – This is the 'estimated' cost of Staff and Management during the Construction Phase (2020-2024). The firm cost will be concluded at NTP based on rates agreed in the Final Bid Submission.
- 5.3 The bidders will further refine their solution following both the initial dialogue week and the workshops planned for the second week in September, such that their final offer forms part of the Final Bid stage of the process. The costs received to date are therefore likely to change as the solution is better defined, but current estimates are within the range of expectations.
- 5.4 It should be noted that the costs of the construction works packages (budget £150m) do not form part of this procurement, and will be subject to individual works package procurement following appointment of the management contractor.

6.0 Conclusion

- 6.1 The procurement of the management contractor continues to make good progress and is currently on programme with further dialogue sessions taking place in September 2018 and the final proposals will be submitted in October 2018 with the appointment of the preferred partner in November 2018.
- 6.2 Members are asked to note progress to date and the next steps in the process.

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**Manchester City Council
Report for Resolution**

Report to: Resources and Governance Scrutiny Committee –
6 September 2018

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- Work programme
- Items for information

Recommendation

The Committee is invited to discuss the information provided and agree any changes to the work programme that are necessary.

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Wards Affected: All

Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

None

1. Monitoring Previous Recommendations

This section of the report contains recommendations made by the Committee and responses to them indicating whether the recommendation will be implemented, and if it will be, how this will be done.

Items highlighted in grey have been actioned and will be removed from future reports.

Date	Item	Recommendation	Action	Contact Officer
4 Jan 2018	RGSC/18/03 The Council's Operational Property Strategy	To request that Ward Members are provided with a briefing of the services to be delivered from the 12 multi-disciplinary Place Based Hubs which their residents will access To request an item of information on the cost comparisons of modular hubs at Hammerstone Road as opposed to a change of use of the existing building	A response to this recommendation has been requested and will be reported back once received. Information to be provided to Members as soon as possible	Carolyn Kus/David Regan/Nikki Parker Eddie Smith/ Richard Munns
21 June 2018	RGSC/18/28 Health and Social Care Governance and Budget arrangements	To request that the Executive Member for Adults, Health and Wellbeing provide all members of the Council with an information fact sheet as to how Councillors can engage with the scrutiny of the integrated health and social care arrangements by various bodies both locally	Information to be provided to Members as soon as possible	Cllr Craig

		and at a GM level To request Officers provide information to all members of the Council on VCS funding available from MHCC and how this can be accessed	Information to be provided to Members as soon as possible	Ed Dyson
21 June 2018	RGSC/18/29 Greater Manchester Combined Authority/Combined Authority governance and budget arrangements update	To request that Elected Members are provided with information as to which Manchester City Councillors have been appointed to the various GMCA positions/bodies	AGMA Executive Board Cllr Leese AGMA Statutory Function Committee Cllr Stone GMCA Executive Board Cllr Leese GM Joint Health Scrutiny Cllr Holt GMCA Audit Committee Cllr Russell Corporate Issues and Reform O&S Committee Cllrs Watson and Wright Economy, Business Growth and Skills O&S Committee Cllr Raikes Housing, Planning and Environment O&S Committee Cllrs Sadler and Wilson	Jacqui Dennis

			<p>GM Police, Fire and Crime Panel Cllr N Murphy</p> <p>GM Waste Committee Cllrs Akbar and Shaukat Ali</p> <p>Transport for Greater Manchester Committee Cllrs Hassan, Leech, Noor and Stogia</p>	
19 July 2018	RGSC/18/35 Delivering the Our Manchester Strategy	Requests that the Executive Member for Finance and Human Resources explore the possibility of the Council becoming an accredited Living Wage employer.	The Executive Member for Finance and Human Resources to report back on this in his next update	Cllr Ollerhead
19 July 2018	RGSC/18/39 Financial support for care leavers including a Council Tax discount	To request that Officers take into consideration the request around additional training in managing budgets	No further action required	Julie Price

2. Key Decisions

The Council is required to publish details of key decisions that will be taken at least 28 days before the decision is due to be taken. Details of key decisions that are due to be taken are published on a monthly basis in the Register of Key Decisions.

A key decision, as defined in the Council's Constitution is an executive decision, which is likely:

- To result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates, or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the city.

The Council Constitution defines 'significant' as being expenditure or savings (including the loss of income or capital receipts) in excess of £500k, providing that is not more than 10% of the gross operating expenditure for any budget heading in the in the Council's Revenue Budget Book, and subject to other defined exceptions.

An extract of the most recent Register of Key Decisions, published on **16 August 2018**, containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

Directorate - Corporate Core

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Strategic Land Acquisition Ref: 15/003	The approval of capital expenditure for the purpose of the strategic acquisition of land.	City Treasurer	March 2018 or later	Gateway 5 (procurement document)	Sean McGonigle 0161 234 4821 s.mcgonigle@manchester.gov.uk
Collyhurst Regeneration Ref: 15/005	The approval of capital expenditure for land and buildings in Collyhurst.	City Treasurer	March 2018 or later	Gateway 5 (procurement document)	Sean McGonigle 0161 234 4821 s.mcgonigle@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Depots Programme Ref: 15/007	The approval of capital expenditure on the council's depots.	City Treasurer	March 2018 or later	Gateway 5 (procurement document)	Julie McMurray Tel: 0161 234 6702 j.mcmurray@manchester.gov.uk
Factory Project Ref: 15/012	The approval of capital expenditure in relation to the creation of the Factory.	City Treasurer	March 2018 or later	Gateway 5 (procurement document)	Dave Carty 0161 219 6501 d.carty@manchester.gov.uk
Communications Room Refresh Ref 18/05/30A	The approval of capital spend on Communications Room ICT Hardware	City Treasurer	June 2018 or later	Gateway 5 & Business Case	Bob Brown 234 5998 Bob.brown@manchester.gov.uk
Highways Resurfacing Programme Ref 18/05/30B	The approval of capital spend on road and footway maintenance schemes funded through Highways investment Programme	City Treasurer	June 2018 or later	Checkpoint 4 Business Case	Steve Robinson Director of Operations (Highways) Tel: 07989 148 203 Email: steve.robinson@manchester.gov.uk
Abraham Moss Library and Leisure Centre Ref 18/05/30C	The approval of capital spend on the design/development costs and initial temporary building works for Abraham Moss.	City Treasurer	June 2018 or later	Checkpoint 4 Business Case	Neil Fairlamb 219 2539 n.fairlamb@manchester.gov.uk
Allocation of Central Contingencies/ Reserves Ref: 15/023	To fund currently unplanned expenditure or expenditure the exact amount of which has yet to be determined.	The Executive	March 2018 or later	Report to the Executive as part of the Global Monitoring Report	Carol Culley 0161 234 3590 carol.culley@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Allocations for General/Earmarked Reserves Ref: 15/024		The Executive	March 2018 or later	Report and recommendation	Carol Culley 0161 234 3590 carol.culley@manchester.gov.uk
Clean and Green Fund Ref: 15/025	Long-term improvements to cleanliness and environment of the city.	City Treasurer	March 2018 or later	Requests from Growth and Neighbourhoods Directorate	Carol Culley 0161 234 3590 carol.culley@manchester.gov.uk
Leisure Services – External Ref: 2016/02/01C	The approval of capital expenditure.	City Treasurer	March 2018 or later	Gateway 5 procurement document	Lee Preston 07852957286 l.preston2@manchester.gov.uk
Capital Investment in schools Ref: 2016/02/01D	The approval of capital expenditure in relation to the creation of school places through new builds or expansions.	City Treasurer	January 2018 or later	Gateway 5 (procurement document)	Amanda Corcoran 0161 234 4314 a.corcoran@manchester.gov.uk
Our Manchester Strategy 2016-19 Ref: 2016/01/14	To adopt the "Our Manchester ICT Strategy 2016-19".	The Executive	March 2018 or later	Our Manchester ICT Strategy 2016-19	Bob Brown 0161 234 5998 bob.brown@manchester.gov.uk
Construction and Property Professional Services Framework (CAPPS) for the Capital Programmes and Property Dept. Contract TC859	To seek approval to award Framework Agreements a range of professional services in connection with construction and property related matters. This will	Chief Executive in consultation with the City Treasurer	Phased in batches of Lots according to priority, between September 2016 and September	Confidential contract report with recommendations and supporting documents.	John Finlay 0161 219 6530 j.finlay@manchester.gov.uk Neil Davies 0161 234 3005 n.davies@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Ref: 2016/07/21	consist of 21 individual Framework Lots, each relating to a specific professional discipline, for the use of the Capital Programmes and Property Dept. Each will operate for 2 years with an option to extend for up to a further 2 years. The anticipated commencement dates for various Lots are phased between August and October 2016.		2018 or later		
Provision of licenses for improved SAP provision Ref: 2017/02/02A	To seek approval to award a contract to a single supplier for license provision allowing the Council access to an improved SAP interface.	City Treasurer in consultation with the Chief Executive	March 2018 or later	Confidential contract report with recommendations	Bob Brown 0161 234 5998 bob.brown@manchester.gov.uk Michael Shields 0161 234 1009 m.shields@manchester.gov.uk
Carbon Reduction Programme Ref:2017/06/30C	The Approval of Capital Spend in order to achieve a reduction in carbon emissions.	City Treasurer	March 2018 or later	Gateway 5	Julie McMurray Strategic Development 0161 219 6791 Mobile : 07950 790533 j.mcmurray@manchester.gov.uk
Estates Transformation	The approval of capital spend to ensure that	City Treasurer	March 2018 or later	Gateway 5	Julie McMurray Strategic Development

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Ref:2017/06/30D	the operational estate is fit for purpose.				0161 219 6791 / 07950 790533 j.mcmurray@manchester.gov.uk
Security Services (Contract TC888) Ref:2017/09/04B	To seek approval to appoint a company/s for the provision of Security Services, covering all city requirements within Manchester. The contract will be for a 3 year period with the option to extend for a further 2 years.	City Treasurer in consultation with the Chief Executive	March 2018 or later	Confidential contract report with recommendations	Steve Southern Head of Facilities Management Corporate Estates Team 0161 234 3683 s.southern@manchester.gov.uk Colin Butterworth Senior Procurement Officer 0161 234 3434 c.butterworth@manchester.gov.uk
Lincoln Square/Brazenose St Ref: 2017/12/04A	To approve the signing of a collaboration agreement among landowners, as a precursor to the Council investing £1.2m of a total of £4.08m in a new public square and public realm.	City Treasurer	March 2018	Draft collaboration agreement Draft public realm development plans High level cost schedule	Pat Bartoli Head of City Centre Growth and Regeneration 0161 234 3329 p.bartoli@manchester.gov.uk

<p>The Provision of a Debit / Credit Card Service</p> <p>Ref: 2017/10/02B</p>	<p>To seek approval to award a framework agreement to a single supplier for the provision of a Debit / Credit Card Service</p>	<p>City Treasurer and Chief Executive</p>	<p>March 2018 or later</p>	<p>Confidential contract report with recommendations</p>	<p>Julie Price 0161 953 8202 j.price2@manchester.gov.uk</p> <p>Samantha Wilson 0161 234 4368 samantha.wilson@manchester.gov.uk</p>
<p>Greater Manchester Waste Disposal Authority (GMWDA) - GM Waste Disposal Levy Allocation Methodology and Approval of a Revised Levy Allocation Model</p> <p>2017/12/13</p>	<p>Approve the revised GMWDA Levy Apportionment Methodology Agreement which is to be applied in full from 2019/20 and with transitional arrangements for 2018/19.</p>	<p>City Solicitor</p>	<p>March 2018</p>	<p>GMWDA Waste Management Levy Allocation Methodology (LAMA) Agreement</p>	<p>Fiona Worrall 0161 234 3926 f.worrall@manchester.gov.uk</p>
<p>Heron House Refurbishment</p> <p>2017/12/13F</p>	<p>The approval of capital expenditure for the purpose of refurbishment works to office space including the Registrars in Heron House</p>	<p>City Treasurer</p>	<p>March 2018</p>	<p>Gateway 5 (procurement document) and Business Case</p>	<p>Dominic Hayes 0161 234 1292 dominic.hayes@manchester.gov.uk</p>
<p>Planned Preventative Maintenance (PPM) and reactive repairs</p> <p>Ref:2018/01/31A</p>	<p>To seek approval to award a contract to a single supplier to carry out repairs to Public Buildings within Manchester</p>	<p>City Treasurer</p>	<p>August 2018</p>	<p>Confidential Contract Report with recommendation</p>	<p>Jared Allen Interim Director of Capital Programmes Tel: 0161 234 5683 j.allen4@manchester.gov.uk</p> <p>Stephen Polese Procurement Officer 0161 234 3265</p>

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
					s.polese@manchester.gov.uk
Extra Care Ref: 2018/02/1A	The approval of capital expenditure that will provide 72 new units as part of the City's Extra Care Programme	City Treasurer	March 2018 or later	Business Case	Steve Sheen 234 4115 s.sheen@manchester5.gov.uk
Energy Refit work via Re:fit framework (Contract: TC955) Ref: 2018/02/07A	To choose a supplier to conduct buildings refit work as part of the Carbon Reduction commitment	City Treasurer	March 2018 onwards	Report and Recommendation	Phillip Owen Estates Carbon Reduction Programme Leader 07901 528 757 p.owen2@manchester.gov.uk Robert Kelk Senior Energy Management and Procurement Officer 0161 245 7897 r.kelk@manchester.gov.uk
City Cycle Ambition Grant (CCAG1) Withington Village Ref: 2018/02/28B	The approval of capital expenditure to resurface the carriageway through Withington District Centre	City Treasurer	February 2018 or later	Business Case & Gateway 5	Kim Dorrington k.dorrington@manchester.gov.uk
Empty Homes Clusters Phase 2 Ref: 2018/02/28D	The approval of capital expenditure for the purchase and refurbishment of long term empty properties in North and East Manchester	City Treasurer	March 2018 or later	Business Case and Gateway 5 (procurement document)	Ian Runacres 0161 234 4953 i.runacres@manchester.gov.uk
Factory/St. John's	Approval of the approach to delivery of	Chief Executive	March 2018	Will include legal agreements	Dave Carty

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Ref: 2017/12/12	Factory/St John's including all commercial and property transactions, contractual, delivery and operational arrangements together with capital funding arrangements and all ancillary agreements			relating to the delivery of both Factory and St. John's developments including property transactions, delivery and operational arrangements, the Management and Works contracts and all associated ancillary agreements	
Manchester Health and Care Commissioning Pooled Budget Arrangements Ref: 2018/03/15/A	To finalise and agree the Section 75 agreement between the Council and the Manchester Clinical Commissioning Group to enter into a pooled budget arrangement.	City Treasurer, Interim City Solicitor in consultation with Executive Member for Finance and Human Resources	30/04/18	Report to Executive 21/03/18 The Section 75 Agreement	Carol Culley City Treasurer 0161 234 3406 c.culley@manchester.gov.uk Jacqui Dennis Interim City Solicitor 0161 234 3087 j.dennis@manchester.gov.uk
Valuation and Property Services Ref: 2018/03/15/B	Appointment of providers to deliver valuation and property services under framework agreement.	City Treasurer	June 2018	Contract Report and Recommendations	Louise Causley, Procurement Officer, Tel 0161 234 4290 louise.causley@manchester.gov.uk Mike Robertson, Senior

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
					Development Surveyor (South) Tel 0161 234 1260 m.robertson@manchester.gov.uk
Manchester Airport – MCC Freehold Leases rent Review 2016 Ref: 2018/03/21A	To approve the new rent to be received following the conclusion of the 2016 rent review	Eddie Smith	April 2018	Briefing Note	Name: Mike Robertson Position: Senior Development Surveyor Tel no: 31260 Email address: m.robertson@manchester.gov.uk
Medieval Quarter Masterplan Ref: 2018/04/03/A	The approval of capital spend to deliver quality public realm within the medieval quarter.	City Treasurer	April 2018 or later	Gateway 5 & Business Case	Pat Bartoli 0161 234 3329 p.bartoli@manchester.gov.uk
National Productivity Investment Fund – Mancunian Way Junctions with Princess Parkway Improvements Ref: 2018/04/03/B	The approval of capital spend to improve and increase capacity throughout by signalising two key junctions of the Mancunian Way; Princess Road/Medlock Street and Cambridge Street/Higher Cambridge Street	City Treasurer	April 2018 or later	Gateway 5 & Business Case	Kim Dorrington 0161 234 4828 k.dorrington@manchester.gov.uk
Provision of Telephony / Unified Communications Ref: 2018/04/03/F	To seek approval to award a contract to a single supplier for the provision of Telephony / Unified Communications across the Council	City Treasurer / SMT	October 2018	Confidential Contract Report with Recommendations	Bob Brown Chief Information Officer Tel: 0161 234 5998 Bob.brown@manchester.gov.uk Michael Shields Procurement Manager

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
					Tel: 0161 234 1009 m.shields@manchester.gov.uk
TC970 - Supply of Electricity (Street Lighting, brokered sites, over 100KW sites & sub 100KW site contracts). 2018/05/25A	Multi-supplier framework for the supply of Electricity (Street Lighting, Brokered sites, Over 100KW sites & sub 100KW site contracts).	City Treasurer	August 18 onwards	Report and Recommendation	Walter Dooley. Group Manager (Energy) Corporate Procurement w.dooley@manchester.gov.uk 0161 234 3633
North West Construction Hub High Value Framework (2018-2022) Reprocurement Ref: 2018/05/1A	Approval to appoint contractors to the North West Construction Hub High Value Framework 2018, for the delivery of construction projects of a value between £8m – over £35m for public sector organisations within the North West of England.	City Treasurer	November 2018	Confidential High Value Report 2018 (will be attached at Key Decision stage once outcome of process is known)	Name: Jared Allen Position: Director of Capital Programmes and Property Tel no: 0161 219 6213 Email address:j.allen@manchester.gov.uk Name: John Finlay Position: Capital Programme Procurement Manager Email: j.finlay@manchester.gov.uk 0161 219 6213
ICT Capital Investment Ref: 2018/05/1C	The approval of capital spend for the purpose of ICT Capital Investment	City Treasurer	May 2018 or later	Gateway 5 & Business Case	Bob Brown 234 5998 Bob.brown@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Civic Quarter Heat Network Contract 2018/06/22A	To award and enter into the necessary arrangements to deliver the Civic Quarter Heat Network (CQHN) including all corporate, commercial, contractual, delivery and operational arrangements together with all necessary property arrangements and all ancillary agreements. Approval of the business plan, business case and any funding arrangements	City Treasurer and Strategic Director (Development) and the City Solicitor	July 2018	Legal documentation and arrangements to effect the delivery of the CQHN together with Executive reports – Item 8, 21 st March 2018 and Item 4 - 10 th January 2048, business case, business plan, and Contract Report setting out the terms of the arrangements.	Name: Paul Hindle Position: Head of Finance Tel no: 0161 234 3025 Email address:p.hindle@manchester.gov.uk
Data Centre Network Provision and Implementation 2018/08/01C	To seek approval to award a contract for the data centre network provision including implementation	City Treasurer/Chief Information Officer	October 2018	Confidential Contract Report with recommendation.	Bob Brown Chief Information Officer Tel: 0161 234 5998 bob.brown@manchester.gov.uk Chris Johnson Senior Procurement Officer Tel: 0161 234 3085 c.johnson1@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
The provision of a collaboration Platform (Google G-Suite) TC885 2018/08/08A	To seek approval to award a contract to a single supplier for the provision of a collaboration Platform (Google G-Suite) across the Council	City Treasurer / SMT	October 2018	Confidential Contract Report with Recommendations	Bob Brown Chief Information Officer Tel: 0161 234 5998 Bob.brown@manchester.gov.uk Chris Johnson Senior Procurement Officer Tel: 0161 234 3085 c.johnson1@manchester.gov.uk

Decisions that were taken before the publication of this report are marked * (none)

3. Resources and Governance Scrutiny Committee - Work Programme – September 2018

Thursday 6 September 2018, 2.00pm (Report deadline Tuesday 28 August 2018)				
Item	Purpose	Lead Executive Member	Strategic Director/ Lead Officer	Comments
Revenue and Benefits Annual Report	To include a review of the impact of:- CTSS and welfare reform and the impact of Universal Credit with reference to the findings by the National Audit Office in their report published on 15 June 2018 (https://www.nao.org.uk/press-release/rolling-out-universal-credit/)	Councillor Ollerhead (Executive Member for Finance and HR)	Julie Price	See September 2017 minutes
Council Tax Support Scheme 2019/2020	To consider the Executive report on the proposed changes to the Council's Council Tax Support Scheme. so that the scheme remains fit for purpose as working age residents in receipt of welfare benefits are moved onto Universal Credit.	Councillor Ollerhead (Executive Member for Finance and HR)	Julie Price	
Town Hall Project – appointment of the Management Contractor	To receive a report on the proposed appointment of the Management Contractor for the Town Hall Project	Councillor B Priest (Lead Member on Town Hall Project)	Carol Culley Janice Gotts	See May 2018 minutes Will include a Part A and Part B report
Blacklisting	To receive a report on the Council's position and actions in relation to organisations/contractors that have	Councillor Ollerhead (Executive	Ian Brown	

	previously or currently blacklist trade union members and officers	Member for Finance and HR)		
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Mike Williamson	.

**Thursday 11 October 2018, 2.00pm
(Report deadline Tuesday 2 October 2018)**

Item	Purpose	Lead Executive Member	Strategic Director/ Lead Officer	Comments
Budget and Global Monitoring and the Council's proposed recovery plan	To include progress on the delivery of savings within high risk areas (Adult Services, Children's Services, Highways), details on the Council's proposed recovery plan to address the current overspend and to provide an evaluation of how successful Invest to Save initiatives including those in childrens and the leisure estate have been to date.	Councillor Ollerhead (Executive Member for Finance and HR)	Carol Culley Janice Gotts	
Delivering Equalities through the Council's spending decisions, decision making and monitoring processes	To receive a report on how the Council is delivering equalities for all residents through its spending decisions, decision making and monitoring processes. (NB I see this as being about class, geography and protected	Councillor Ollerhead (Executive Member for Finance and HR)	Carol Culley	

	characteristics. Please can this include some information about our domestic violence spend and how it compares to similar core cities)			
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Mike Williamson	.

**Thursday 8 November 2018, 2.00pm
(Report deadline Tuesday 30 October 2018)**

Item	Purpose	Lead Executive Member	Strategic Director/ Lead Officer	Comments
Property theme meeting	To include:- <ul style="list-style-type: none"> • Annual Property Report • Governance of S106 (and CIL viability assessments) • Delivery of the Capital Programme • Central Retail Park update • The impact on the revenue budget in relation to empty Council owned rental properties and the delays to renovations of Council owned buildings 	Councillor Ollerhead (Executive Member for Finance and HR)	Eddie Smith Julie McMurray Julie Roscoe	
Civic Quarter Heat Network	To receive a progress report on the implementation of a Civic Quarter Heat	Councillor Ollerhead	Eddie Smith Carol Culley	

	Network for the City	(Executive Member for Finance and HR)		
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Mike Williamson	.

**Thursday 6 December 2018, 2.00pm
(Report deadline Tuesday 27 November 2018)**

Item	Purpose	Lead Executive Member	Strategic Director/ Lead Officer	Comments
Budget Setting themed meeting	To include:- <ul style="list-style-type: none"> Autumn Statement Directorate budget reports/business plans 	Councillor Ollerhead (Executive Member for Finance and HR)	Carol Culley Janice Gotts	
Our Manchester – financial Impact on decision making and Business Plan	To receive a report on the evaluation of Our Manchester and how this is helping to deliver the required Council savings targets and the effect that it will have on the Council's future budget process	Councillor Ollerhead (Executive Member for Finance and HR)	Sara Todd Carol Culley	
Overview report	The monthly report includes the recommendations monitor, relevant key		Mike Williamson	.

	decisions, the Committee's work programme and any items for information.			
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**Thursday 10 January 2019, 2.00pm
(Report deadline Monday 31 December 2018)**

Item	Purpose	Lead Executive Member	Strategic Director/ Lead Officer	Comments
Financial Settlement	To receive a report on the financial settlement for the Council for the 2019/20 financial year	Councillor Ollerhead (Executive Member for Finance and HR)	Carol Culley Janice Gotts	
Management of staff performance and misconduct	To receive a report on how the Council manages staff performance and underperformance, and the steps that are taken to address misconduct by staff.	Councillor Ollerhead (Executive Member for Finance and HR)	Lynne Ridsdale	
Modern Slavery and Living Wage	To receive a report on the Council's position in regards to Modern Slavery and an update on progress that has been made towards consideration of becoming an accredited Living Wage employer	Councillor Ollerhead (Executive Member for Finance and HR)	Ian Brown Carol Culley	
Overview report	The monthly report includes the recommendations monitor, relevant key		Mike Williamson	.

	decisions, the Committee's work programme and any items for information.			
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**Thursday 7 February 2019, 2.00pm
(Report deadline Tuesday 29 January 2019)**

Item	Purpose	Lead Executive Member	Strategic Director/ Lead Officer	Comments
Refreshed budget and business plans	The Committee will consider the refreshed budget and business plans that were requested by the Committee at their December 2018 meeting. To include business plans for all other Directorates as an appendix	Councillor Ollerhead (Executive Member for Finance and HR)	Carol Culley	
Overview report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Mike Williamson	.

**Monday 25 February 2019, 10.00am – BUDGET MEETING
(Report deadline Thursday 14 February 2019)**

Item	Purpose	Executive Member	Strategic Director / Lead Officer	Comments
Budget Reports	To receive an update on the Councils Budget options prior to submission to the Executive and Full Council .	Councillor Ollerhead (Executive Member for Finance and HR)	Carol Culley	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Mike Williamson	.

Items To be Scheduled (Items highlighted in grey indicate that these have been included in the work plan of one of the above meetings)				
Item	Purpose	Executive Member	Strategic Director / Lead Officer	Comments
Governance arrangements of the GMCA Transport Levy	To receive a report on the proposed governance arrangements for the transport levy to constituent council's in respect of expenditure reasonably attributable to GMCA's transport functions To be picked up as part of the December 2018 Budget setting meeting	Councillor Leese	City Solicitor/ Carol Culley	See October 2017 minutes
Global Revenue Budget Monitoring	To receive an update on the forecasted financial position for 2017/18 through to 2018/19	Executive Member for Finance and Human Resources	Carol Culley Janice Gotts	
Update on the governance arrangement of Our Manchester Voluntary and Community Sector (OMVCS) Funding Programme	To receive an update on the governance arrangements in relation to the Our Manchester Voluntary and Community Sector (OMVCS) Funding Programme This has now been superseded by the work of the OMVCS Task and Finish Group	Councillor S Murphy	Sara Todd	See February 2018 minutes